

“Happily ever after”

By Sarah Archer

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Once upon a time...

...a Learning and Development Professional was undertaking interviews as part of a 2nd year university assignment.

That Learning and Development professional was me!

I'm Sarah and I work for an international pharmaceutical company.

I was in my 2nd year of studying for the TELIC MSc at Sheffield Hallam Uni and we had just introduced a new learning management system at work.

I wanted to find out how people were finding using the new system compared with old ways of working.

I had originally wanted people to give me feedback on things like the system's ease of use or whether the support had been sufficient

But what I was actually hearing really surprised me!!

They were saying “this place is not like it used to be” or “it's changed since the new company took over” or “we have too much change around here”

and it suddenly dawned on me, a moment of realisation: there was something more to this!! My interviewee's actually wanted to talk about the change itself, not just the technology and what impact they felt the

change had had – both for themselves but also for the whole organisation.

This really got me thinking. I felt people had a lot more to say!

By September it was time to decide on a topic for my final Dissertation, This was my chance to dive deeper into the feedback I had received during the 2nd year assignment.

I was also very keen to ensure that my organisation got something back from me. I was fully sponsored on this MSc and I was adamant that I should give something back!

So I started to think about the topic a little more.

And that's when my second moment of realisation came.

“This is it” I thought! This is what I actually started the MSc for!

The research I was planning completely matched my initial reasons for wanting to look deeper into Technology Enhanced Learning, Innovation and Change...

Things like what impact change has on individuals and how can we better manage it within our organisations; what can I actually do to bring people on this innovative journey of discovery and new ways of thinking!

So I did just that!

My Research Project Dissertation was a complete success and has been recognised both by my local organisation and the wider global organisation too.

I even won an award for upholding the organisational mission for continuous improvement!

The Site Leadership Team took my findings very seriously and I was able to directly apply it within my workplace.

It has been great to fulfil my goals and objectives through TELIC and to make such great connections with a wide geographic audience, the whole experience was really refreshing and very different to the type of studying I was used to.

That in itself was nearly as valuable as the things I learned.

It was a real joy to complete the MSc and to know that I could bring something fresh and new to an organisation

....you could say that both my organisation and I

....lived happily ever after!!