



**EMELIA WINTER**

**Instructional Designer  
NSW eHealth, eMR Connect Program**

### **Why I chose Learning and Development as a career**

I worked as a high school music teacher for over three years in the ACT and WA. Having been in a musical environment for 15 years I decided it was time for a change so moved to Sydney and into the corporate world. After working in a customer service role at a pharmaceutical company it soon became apparent that learning and development is my passion. I segued into Instructional Design and absolutely love working on how we can improve training through new approaches.

### **My current role**

I work as a consultant within eHealth to support all of the Local Health Districts of NSW roll out training for new software systems (this is known as the Electronic Medical Records). I develop training strategies and materials for new functionality and provide ongoing support/updates to current material

for existing software. With such a wide audience all with their own challenges finding the best strategy to support all users can be very tricky!

### **Key challenges for Learning and Development professionals**

Learning and Development professionals need to develop training strategies that utilise new technologies and styles of learning. Building and implementing social learning into your training strategies is an important way to provide training for learners when they want it in an easily accessible way. We need to remain agile and adaptable to new opportunities and integrate ourselves with other job roles such as communication/marketing to build a strong training message. The provision of on the job support through innovative applications like Yammer and Vimeo will keep training relevant and useful as jobs change.



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**Science Communications Manager  
Ballance Agri-Nutrients**

### **Why I chose Learning and Development as a career**

I ended up in learning and development after having been asked to redevelop an online learning system at Ballance. Prior to that I had been a research scientist and an editor in trade publishing. I love an opportunity to try something new, so I jumped into the project feet first.

### **My current role**

As the Science Communications Manager for Ballance, I have a broad remit, but the common theme is making science accessible - for our employees, our business partners and our customers - through print, video, webinars and online learning. I work alongside a small team of face-to-face trainers, helping them to develop interactive workshops and to avoid the comfort zone of PowerPoint. I follow the principle of 'show, don't tell' and develop imaginative graphics to illustrate concepts wherever possible. I love the challenge of

simplifying complex information and coming up with new ways of enabling others to learn and develop their own skills and knowledge.

### **Key challenges for Learning and Development professionals**

A key challenge is winning the hearts, minds and time commitment of our audiences. The digital era has brought an explosion of fast-paced, vivid, dynamic experiences that people can access for fun. To get full engagement in training we need to provide an equally absorbing environment, without compromising the integrity of our messages. And without blowing our budgets!

Similarly, I see an ever-increasing need to be responsive to change and able to deliver new concepts and new training at speed.