

Session #610 – 10 Ways to Make e-Learning Stick!
February 3, 2010 from 8:30-9:30am
Susan Boyd

Objectives: In this interactive session, we will identify the steps that need to be taken before, during and after an e-learning course to ensure that skills taught will be relevant to learners' job needs. You will also identify how to involve learners and managers in setting up learning contracts and following up on learning commitments.

Our specific objectives are to:

- Explore why e-learning courses can fail and why learning often doesn't stick.
- Identify tips for designing courses.
- Discuss ways to prepare managers and learners to support learning.
- Identify ways to evaluate and conduct follow-up of e-learning.

Your Instructor: Susan Boyd has over 30 years experience in the training and computer education field and is a member of the International *Who's Who in Information Technology*. Susan has extensive experience in planning and managing training projects, and has directed and participated all phases of the projects including: needs analysis, course development (online and instructor led), training the trainers, course delivery and follow-up.

Susan is a national conference speaker and has presented sessions at: the annual Training Conference since 2001, the e-Learning Conference, Online Learning Conference, ASTD Philadelphia Chapter Technology Learning Conference, ITTC, TechLearn, and other training conferences. She has also presented online synchronous training webinars and has been a judge for the Brandon Hall e-Learning Awards since 2001. Susan is a published author of over 30 training articles in training journals such as *Training Magazine*, *ASTD Learning Circuits*, *Online Training Magazine*, *Technical Training*, *Training Directors' Forum*, *Inside Technology Training*, and *Technology for Learning*. She has also published ***Accelerate Computer Learning with Analogies***, a book for trainers that contains over 700 analogies for computer concepts, as well as illustrations. Susan is a firm believer and practitioner in using creative training techniques and analogies as aids in learning motivation, comprehension and retention.

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Follow-up: Resources. Online Sign & Checklist are posted for you at:
www.susan-boyd.com/training2010.pdf

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10 Ways to Make e-Learning Stick!

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Susan Boyd





- **Position:** President, Susan Boyd Associates, a computer training consulting company
- **Industry Background:** 30 years experience in designing and delivering training programs for computer applications.
- **Online Learning Expertise:** 6 years experience using online training programs to supplement instructor-led training.
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Our Session Objectives:



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VIP (Very Important Pieces) 

- Bright Idea List
- Rewards
 - Toys and Raffle Drawing
- Follow-up Assignment
 - Resources & Checklist Posted on My Website:
 - www.susan-boyd.com/training2010.pdf

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Team Activity 

1. Form a team with 3-5 people near you.
2. Find out who is the Team Recorder.
3. Brainstorm and list reasons why some e-Learning courses can fail and the learning not stick.

Typically reasons fall in the following categories:

- * Technology Issues
- * Content Issues
- * Design Issues
- * Management Issues
- * Learner Issues
- * Other Issues

Team Recorder: Has been in training the shortest amount of time

Time – 2 minutes

Prize - Team with the most items wins!



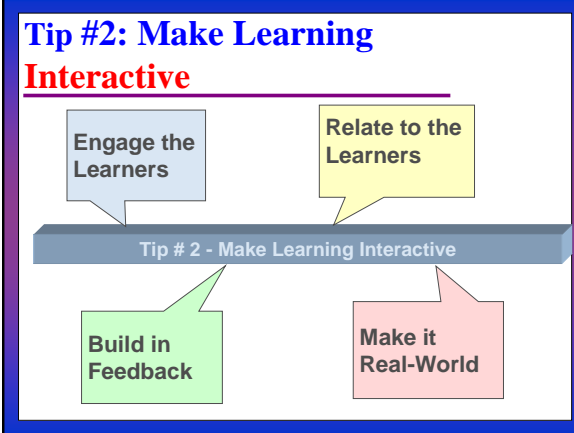
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Tip #1: Create a Job Focused Curriculum

What	How
Understand Job Needs	Interview Managers & Learners. Find the Gap/Pain
Create a Curriculum of Learning	Partner with Subject Matter Experts (SMEs)
Create Course Modules	Gather examples, sample documents, work flow
Use Blended Approach	Identify how each course or module can be delivered
Design for Need/Budget	Better to deliver and enhance, than never deliver at all.

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Tip #2: Make Learning Interactive



Engage the Learners

Relate to the Learners

Tip # 2 - Make Learning Interactive

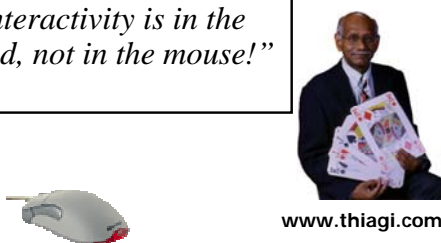
Build in Feedback

Make it Real-World

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Wise Indian Proverb:

“Interactivity is in the mind, not in the mouse!”



www.thiagi.com

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Tip #3: Offer Support Materials



Slides For Virtual Training

FAQs

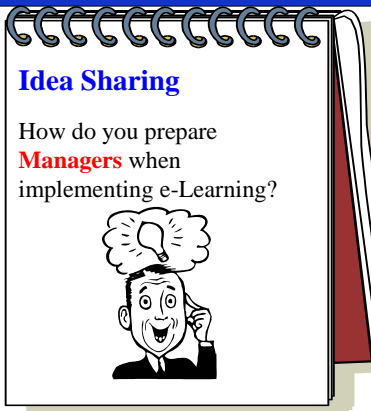
Quick Reference Cards

Getting Started Guide

Clear Registration Instructions


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Idea Sharing

How do you prepare **Managers** when implementing e-Learning?



Prizes – to the first **3** people who stand up and share their ideas

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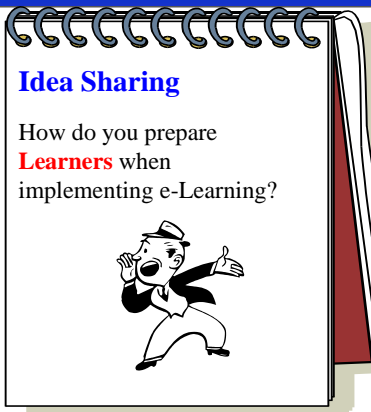
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Tip #4: Prepare Managers

Gather	Sell	Get Buy-in	Use it	Report
Schedule meetings with various Mgt. Teams.	Highlight the benefits for their group.	Identify <u>their</u> role to support training at the desktop.	Get managers to be e-Learners.	Show data from LMS system.
Know their "hot" buttons.	Discuss the cost of <u>not</u> having e-learning	Set priorities for training.	Meet their training needs.	Discuss completion rates and issues.


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Idea Sharing

How do you prepare **Learners** when implementing e-Learning?



Prizes – to the first **3** people who stand up and share their ideas

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Tip #5: Prepare the Learners

- Show & Tell**
 - Demo the technology everywhere!
 - Use in Instructor-Led classes or as follow-up.
- Market the Benefits**
 - Use testimonials from other learners.
 - Identify benefits from a learner's perspective.
- Test Equipment**
 - Make sure course works on all learner equipment or provide learning lab.
 - Provide headsets for audio.
- Pilot the courses**
 - Have representative learners be the pilot.
 - Use their feedback to enhance.
- Build in Rewards & Incentives**
 - Tell how classes are tracked.
 - Consider rewards if appropriate.

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Tip #6: Support the Learners

Access <ul style="list-style-type: none"> Send Confirmations Access Instructions 	Technology <ul style="list-style-type: none"> Tech Support Contact Learning Workstation Test system setup
Feedback <ul style="list-style-type: none"> Feedback link <i>Every page</i> Online Evaluation 	Training at The Desktop <ul style="list-style-type: none"> Signs Checklists Mentors

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Learner Signs

Online Learning In Progress

I will be available at _____

TRAINING IN PROGRESS

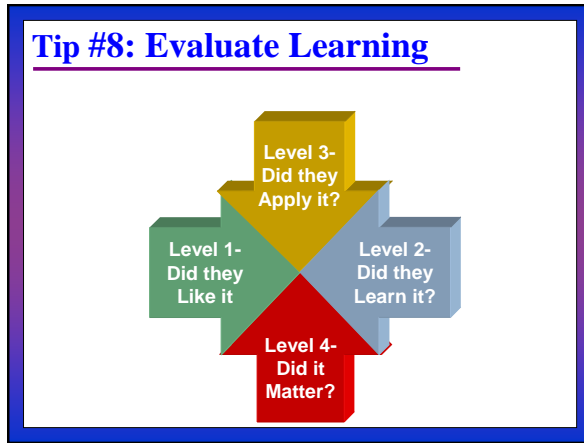
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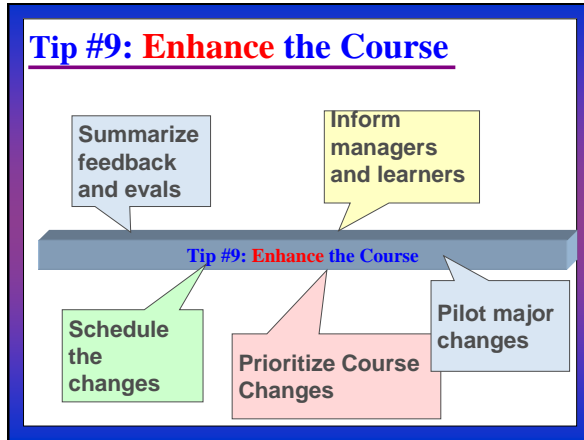
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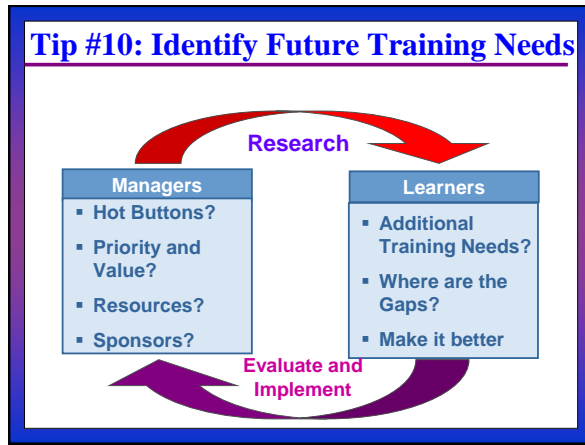
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How Can You Apply This Learning? 

- Review your Bright Idea Sheet
- Share an idea with a person next to you.
- Prizes to the first 3 people who stand up to share an idea.
- Resources & Checklist Posted on My Website:**
www.susan-boyd.com/training2010.pdf

Join me at my next session at 11:00 on Creating Effective Job Aids

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Raffle Drawing Please complete Evaluation form

“The main part of intellectual education is not the acquisition of facts but learning how to make facts live.”

-- Oliver Wendell Holmes

Contact Info

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