



Five Easy Pieces

to

Effective Online Learning





Our Focus

- ▶ Integrated Learning Solutions
- ▶ Enabling competent leadership/transferring learning
- ▶ Enablement vs. dependency

Our Philosophy

- ▶ You Never Stop Learning
- ▶ Superior Leadership is developing commitment vs. demanding compliance

Our Experience

- ▶ Decades of combined years of line management experience – Xerox Corporation
- ▶ 16 years assisting clients - private & public sector clients

Quick Review of the Basics

1. Culture Shift
2. Stay Tuned to WII-FM
3. High Tech? High Touch!
4. Inspect What You Expect
5. Be Yourself

Discussion

Why Online Learning?

TIME
DISTANCE
VIRTUAL
TEAMS
MONEY
...YOURS?



Challenges to Online Learning

**Lack of
Verbal Cues**



**Learner
Expectations
- Instant
Feedback**



**Technology
...YOURS?**



Two Approaches to Online Learning



Synchronous
Asynchronous

Synchronous

Benefits

Specific time
schedule
Closer to
classroom
Specific content

Challenges

Technology
Specific time
schedule



Asynchronous

Benefits

Individual
attention
Time flexibility
Dynamic flow of
info

Challenges

Time flexibility
Time commitment
Technology



Blend of Classroom and Online

Get basic knowledge
online



Skill practice &
discussion in classroom



Five Easy Pieces To Effective Online Learning

- 1. Culture Shift**
- 2. WII-FM**
- 3. High Touch**
- 4. Inspect**
- 5. Be Yourself**



1. Culture Shift

- Marketing
- Orientations
- Make online learning part of the culture
- Use online technology for meetings as well as learning



1. Culture Shift

- Encourage employees to try courses for personal development as well as professional
- Discuss online experiences in team meetings
- Use company newsletter to highlight online experiences



Tips to Success

1. Participate Before You Facilitate
2. Invite Management to Orientations
3. Use Online Technology for Meetings, etc
4. Discuss Online Experiences in Team Meetings
5. Use Company Newsletter to Highlight Online Experiences
6. Create a Marketing Plan - Be the Advocate
7. Others?



2. Stay Tuned to WII-FM



Ever get this question?

What is this all about?



Tips to Success

1. Pre-assessment activities with students
2. Get manager support to enhance relevance
3. Market the time and flexibility benefits
4. Link objectives to business & professional goals
5. Use surveys and polls before during and after
6. Post objectives on web site with resource links
7. Explain time commitment
8. Orientation to class and technology
9. If synchronous, offer multiple sessions
10. Others?



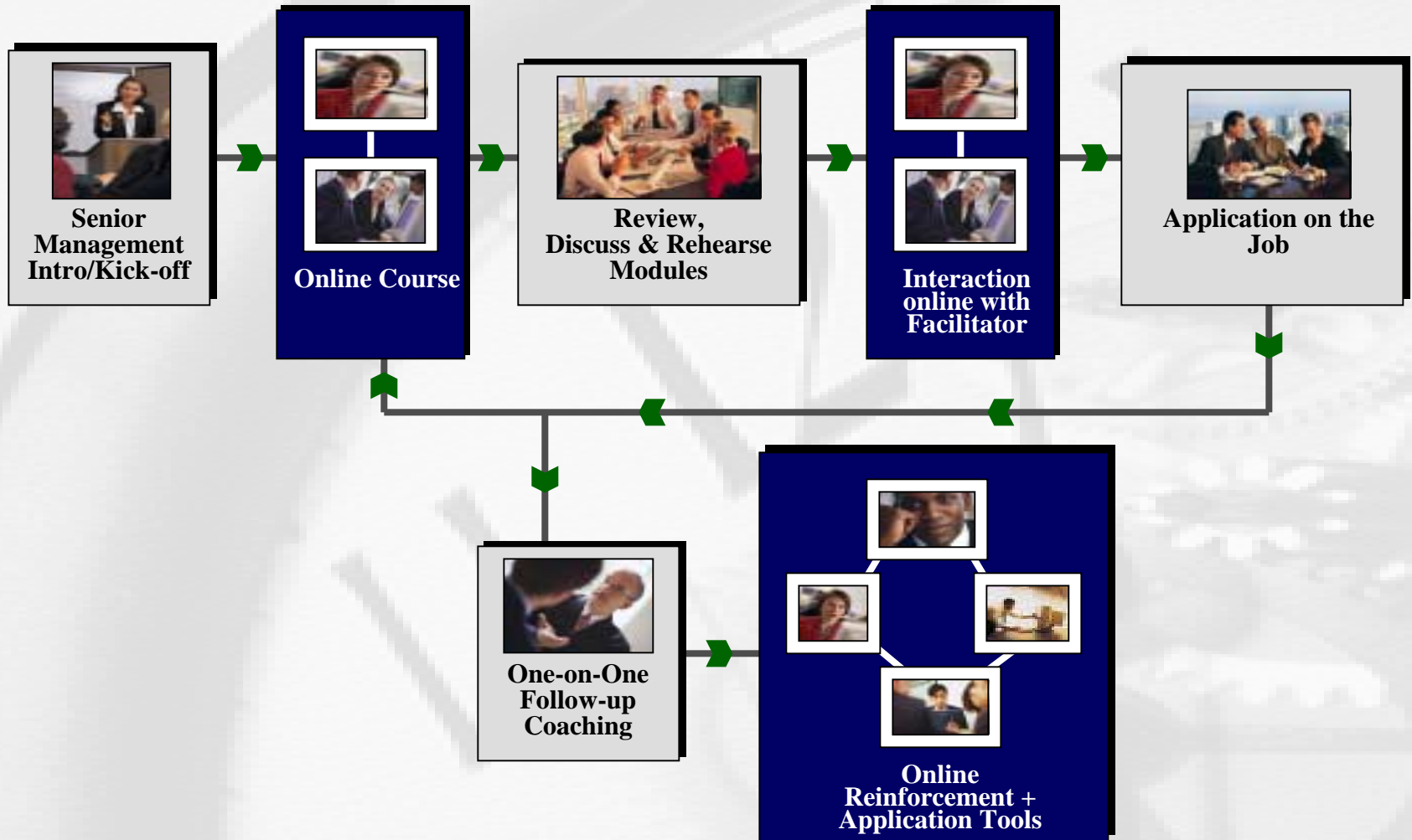
3. Hi-Tech? Hi-Touch!



Online can be
more Hi-Touch
than classroom
(especially asynchronous)



Hi-Touch in Various Forms



Tips to Success

1. Set ground rules for interaction
2. Post expectations
3. Support plan/Help desk
4. Office hours - Instant Messenger?
5. Discussion boards
6. Email and regular mail
7. Buddy system for application exercises
8. Use student names
9. Tele-class sessions pre and post
10. Include photos of instructor and students
11. Others?



4. Inspect What You Expect

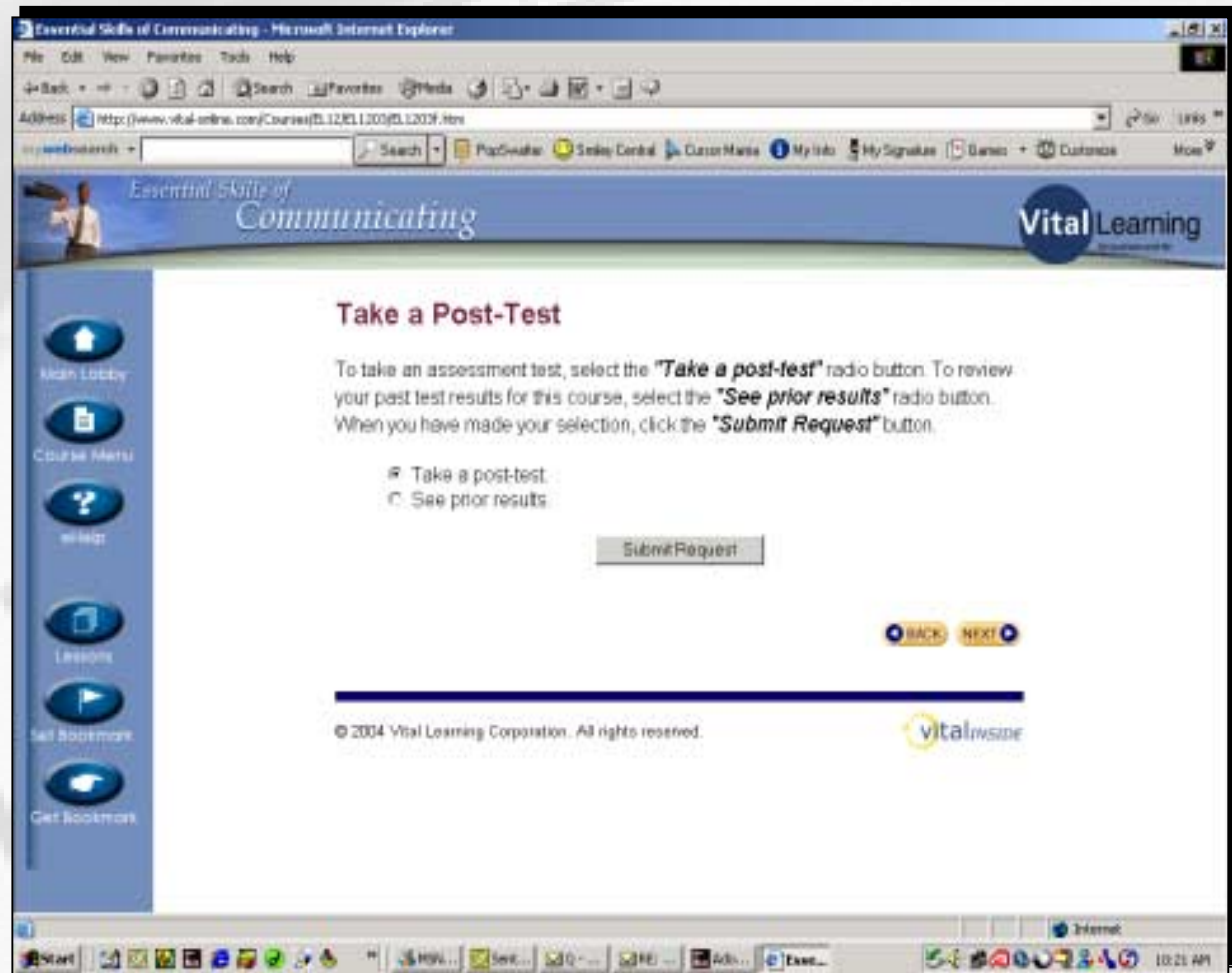
**Many
Opportunities
Exist With
Online
Learning**



Example From Vital Learning Course

Pre & Post-Test

- Promotes specificity of learning
- Allows organization to monitor progress
- Pre and Post movement suggests level of learning
- Post-Test acceptance levels may be set by organization



Tips to Success

1. Require participation in discussion and postings
2. Invite supervisors when appropriate
3. Host calls with supervisors
4. Web site for supervisors
5. Send reinforcement ideas to supervisors
6. Completion of Tele-class or classroom skill practice
7. Knowledge tests
8. Others?



5. Be Yourself

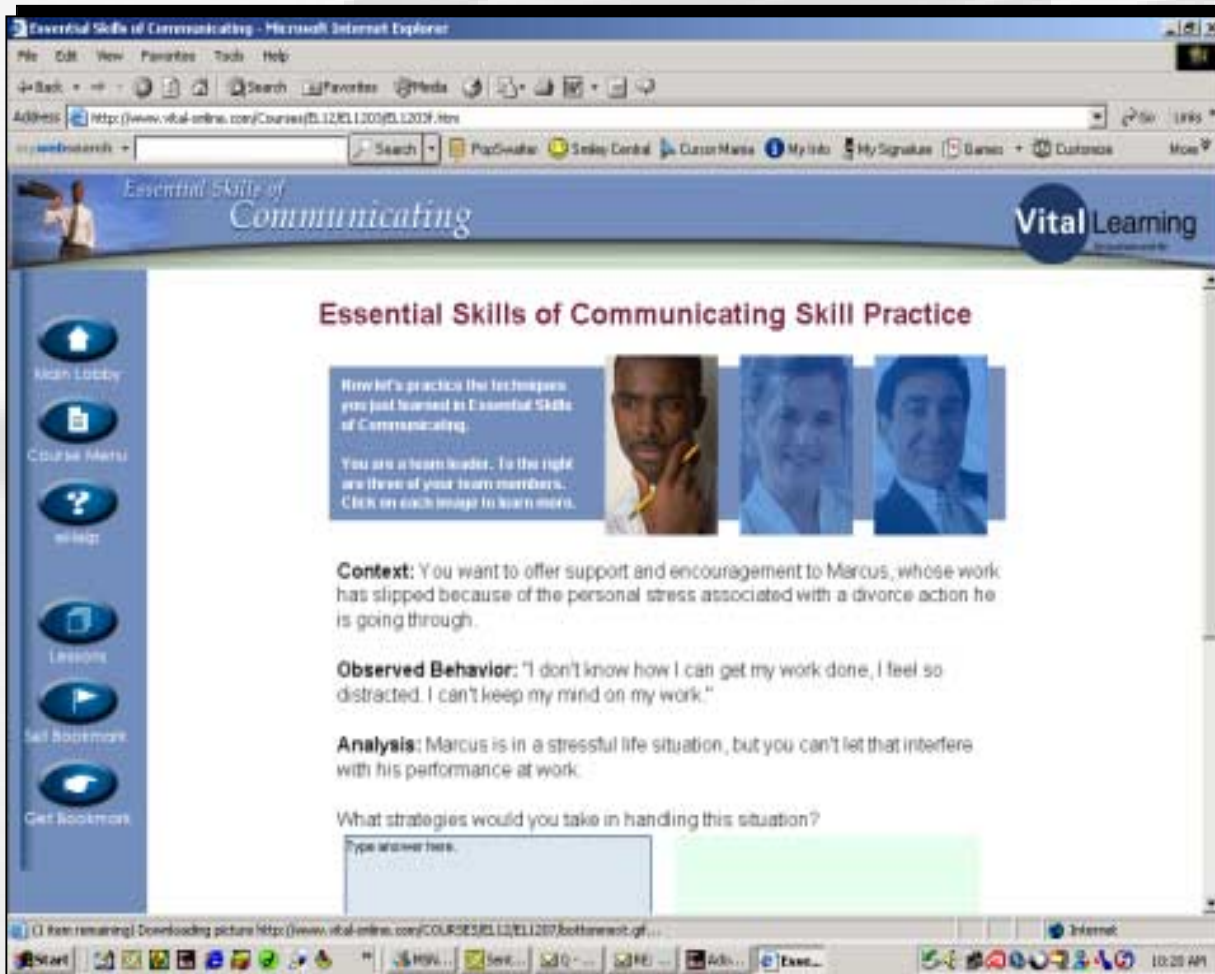


Does it work in the classroom?

Can it work online?



Classroom Skill Practice Online



The screenshot displays a web browser window titled "Essential Skills of Communicating - Microsoft Internet Explorer". The address bar shows the URL: <http://www.vital-online.com/Courses/ELI1200/ELI1200F.htm>. The page header includes the "Essential Skills of Communicating" logo and the "Vital Learning" logo. A left sidebar contains navigation buttons: "Main Lobby", "Course Menu", "Help", "Lessons", "Set Bookmark", and "Get Bookmark".

The main content area is titled "Essential Skills of Communicating Skill Practice". It features a blue box with the text: "Now let's practice the techniques you just learned in Essential Skills of Communicating. You are a team leader. To the right are three of your team members. Click on each image to learn more." Below this text are three small images of people. The scenario text reads: "Context: You want to offer support and encouragement to Marcus, whose work has slipped because of the personal stress associated with a divorce action he is going through. Observed Behavior: 'I don't know how I can get my work done, I feel so distracted. I can't keep my mind on my work.' Analysis: Marcus is in a stressful life situation, but you can't let that interfere with his performance at work. What strategies would you take in handling this situation?" Below the text is a text input field labeled "Type answer here."

Simulated Practice

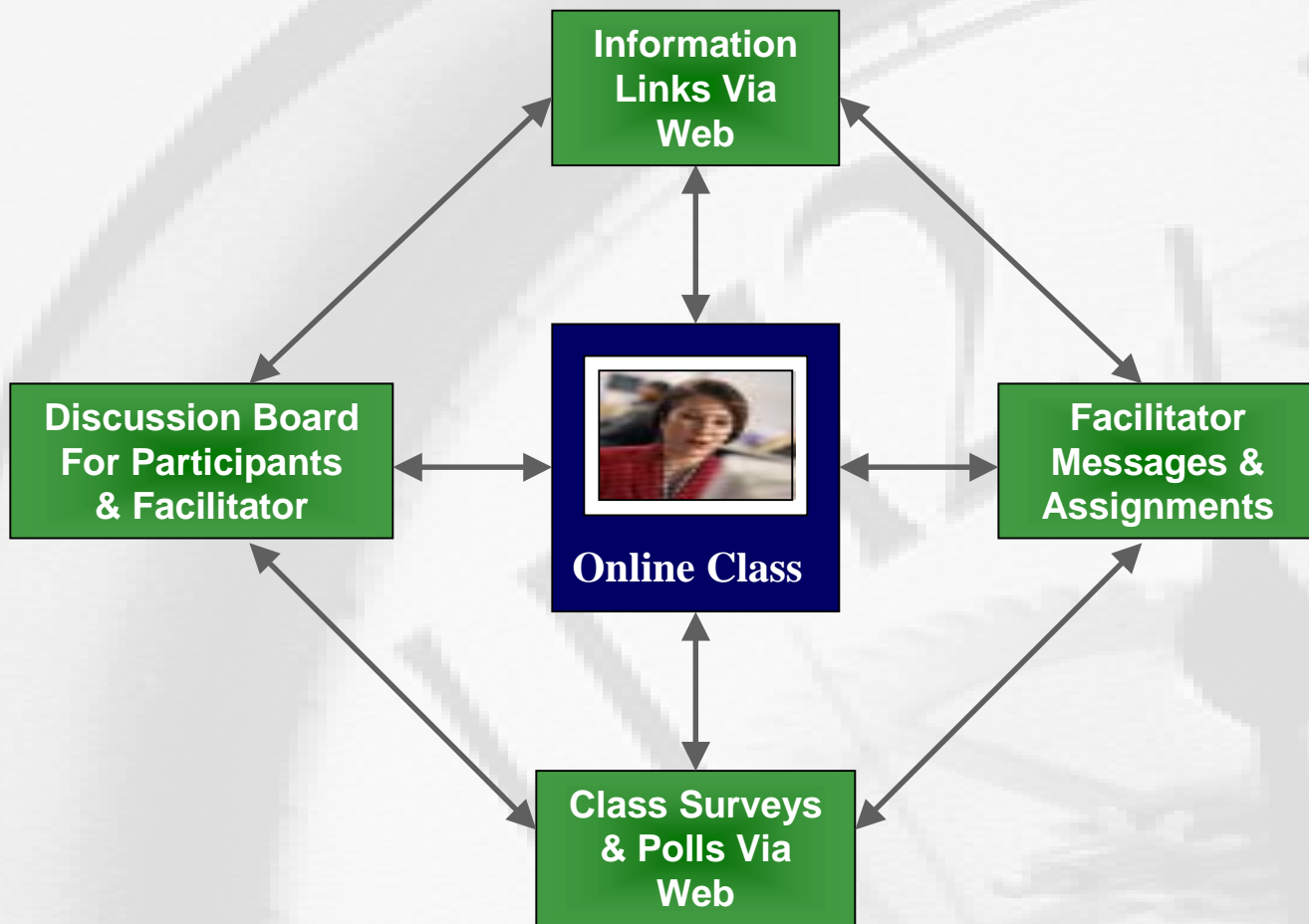
- Provides simulated, real world practice situations
 - Prompts open submissions and compares with structured answers
- Multiple scenarios provide variety

Tips to Success

1. Practice, Practice, Practice
2. Proper Preparation Prevents Poor Performance (5 P's)
3. Learn the Technology
4. Tune into the Participants
5. Surf the Internet
6. Be a student and evaluate other instructors
7. Others?



Classroom Techniques Used Online



Numerous
Methods
Are
Available to
Enhance
The Online
Learning
Experience
Be Creative!

Tips to Success

1. Poll Monkey
2. Survey Monkey
3. Forums
4. Audio Generator
5. Google
6. Amazon (sample pages)
7. Upload handouts
8. Application exercises on the job
9. Pod-casts
10. Blogs
11. Others?



Last, But Not Least, Results!

**Online
Learning Must
Get the Same
Results You
Expect From
Classroom
Training**



Achieving Behavior Change

*development that
actually changes performance*



Commitment



Assessment



Training



Reinforcement



Integration

Achieving Behavior Change

To Achieve Behavior Change

- I. Select *strategic/important tactical* areas of need to invest critical training time/dollars on
- II. Implement an *integrated learning process*
- III. Provide *context, structure, and support*

Achieving Behavior Change

Integrated Learning Process



Prepare & Commit

Preparing a detailed plan of action that commits leadership, human resources, and participants to a reinforcement-centered learning process is a critical first step toward achieving behavior change.



Assess & Motivate

Meaningful participant skill assessment provides powerful, insightful feedback prior to training and develops understanding of individual skill strengths/gaps and builds personal motivation to want to learn.



Learn & Train

High impact training provides awareness of possibility, new ideas and methods to apply, and structured, and safe opportunity to rehearse the use of new skills.



Reinforce & Practice

Continued structured reinforcement that focuses on ongoing learning, ongoing feedback, coaching, and accountability ingrains the training in ways that overcome old patterns of behavior.



Integrate & Implement

Integrating methods learned in training into daily business practices and organizational policies ensures continued reinforcement of behavior change.

Achieving Behavior Change

Think of Online
Learning Much Like
Any Training and
Provide the Same
Important **Context**,
Structure and
Support



Five Easy Pieces to Effective Online Facilitation

- ✓ **Culture Shift**
(Online Should Become Part of the Culture)
- ✓ **Stay Tuned to WII-FM**
(Relevant Content)
- ✓ **High Tech? High Touch!**
(Look For Ways to Interact)
- ✓ **Inspect What You Expect**
(Get Manager Support)
- ✓ **Be Yourself**
(If It Works in the Classroom, Can it Work Online?)



Farcus

by David Waisglass
Gordon Coulthart



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