

Enhancing Performance with Online Learning



- The cost of delivering face to face training.
- Need to deliver consistent up to date training at point of need.
- Disruption and cost to day to day operations for face to face training is unsustainable.
- Need auto generated management information.
- Learning technologies have moved on substantially – providing an excellent learning medium that does more than save money - it adds value.
- Supporting a modern workforce requires modern approaches to learning and



The benefits of having an e-learning platform



Key factors to consider for implementation



Successful roll out



Online learning

Digital learning

e-learning

Blended learning

Using online learning to enhance performance

Personalised
Learning modules
Gamification
Webinars
Assessments
Social
e-books
Micro Learning
Supporting documents
Blogs
Performance Support
Massive Learning
Discussion forums
Virtual Reality
Surveys
Webinars
Weblinks
Augmented Reality
Video
Artificial Intelligence
Interactive Video
Spaced Practice



The role of the platform

Online content one stop shop

Available on demand

Personalised learning

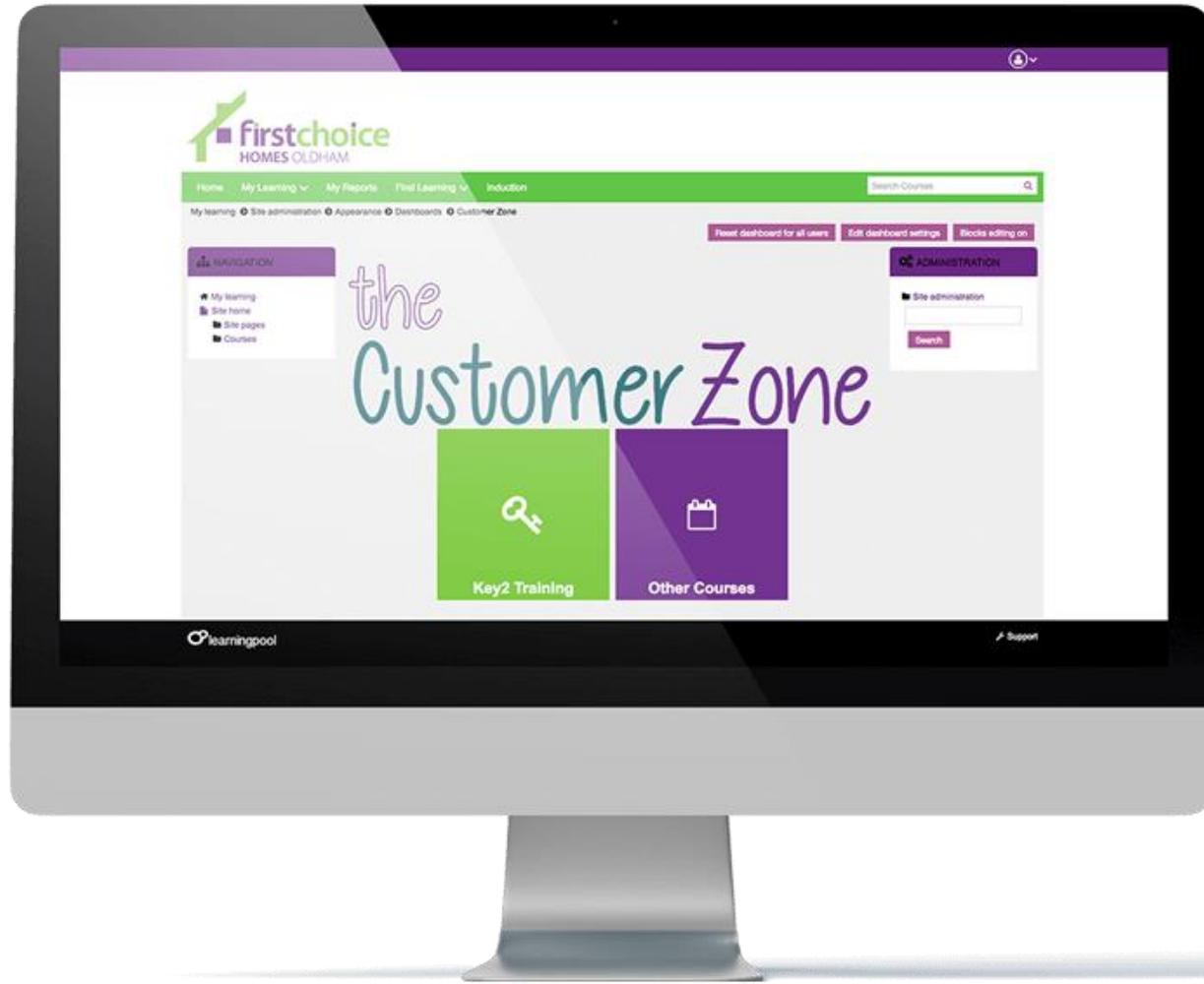
Monitoring and tracking

Performance management

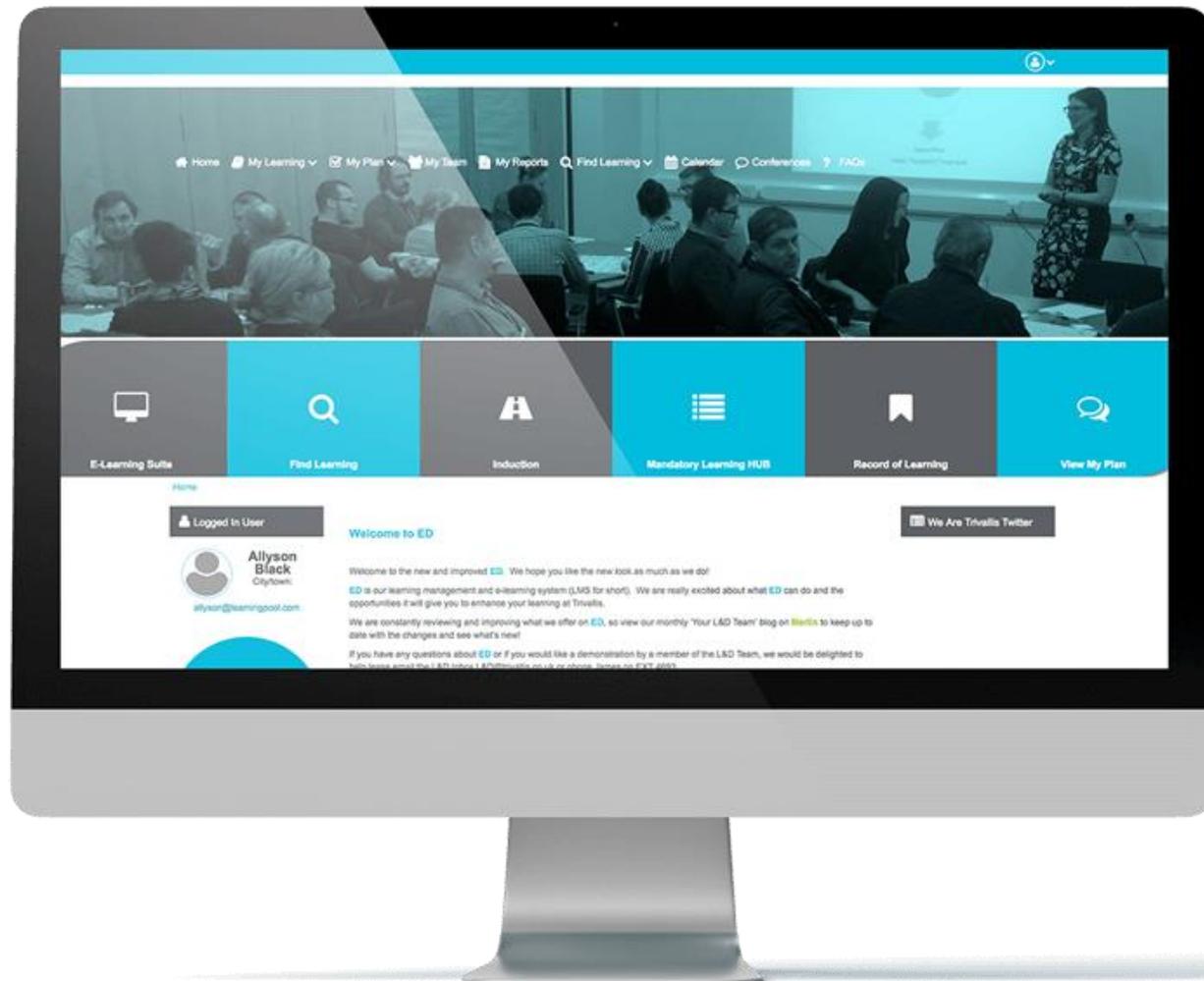
Sophisticated reporting



Blended learning at the heart of L&D delivery

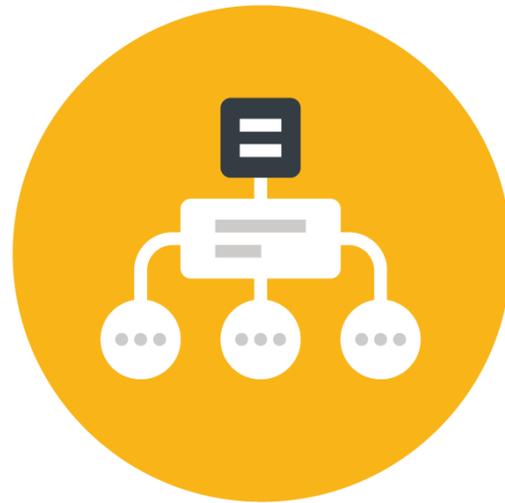


First Choice Homes – includes content for tenants





Mandatory compliance topics



Personal development

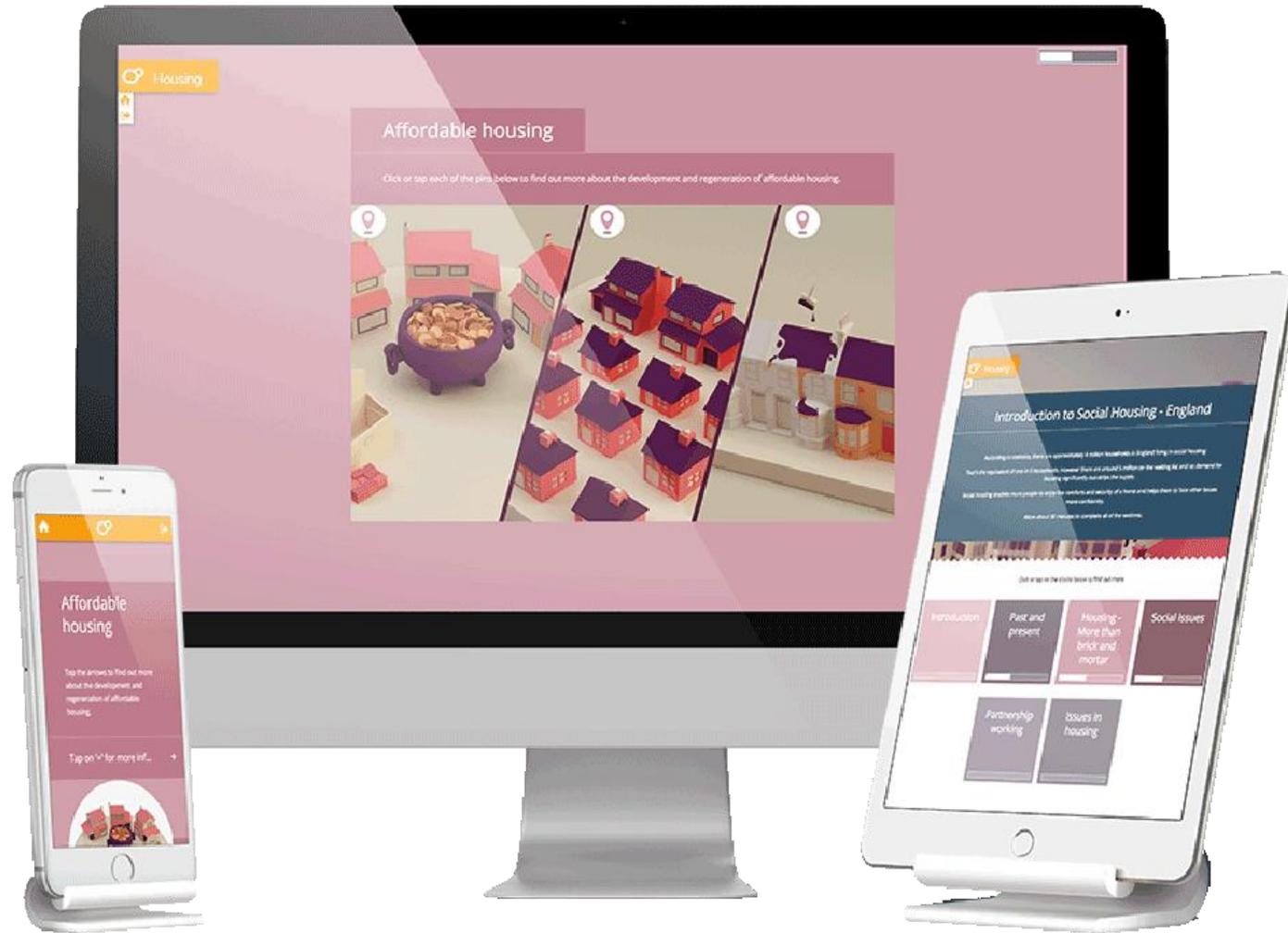


Social learning



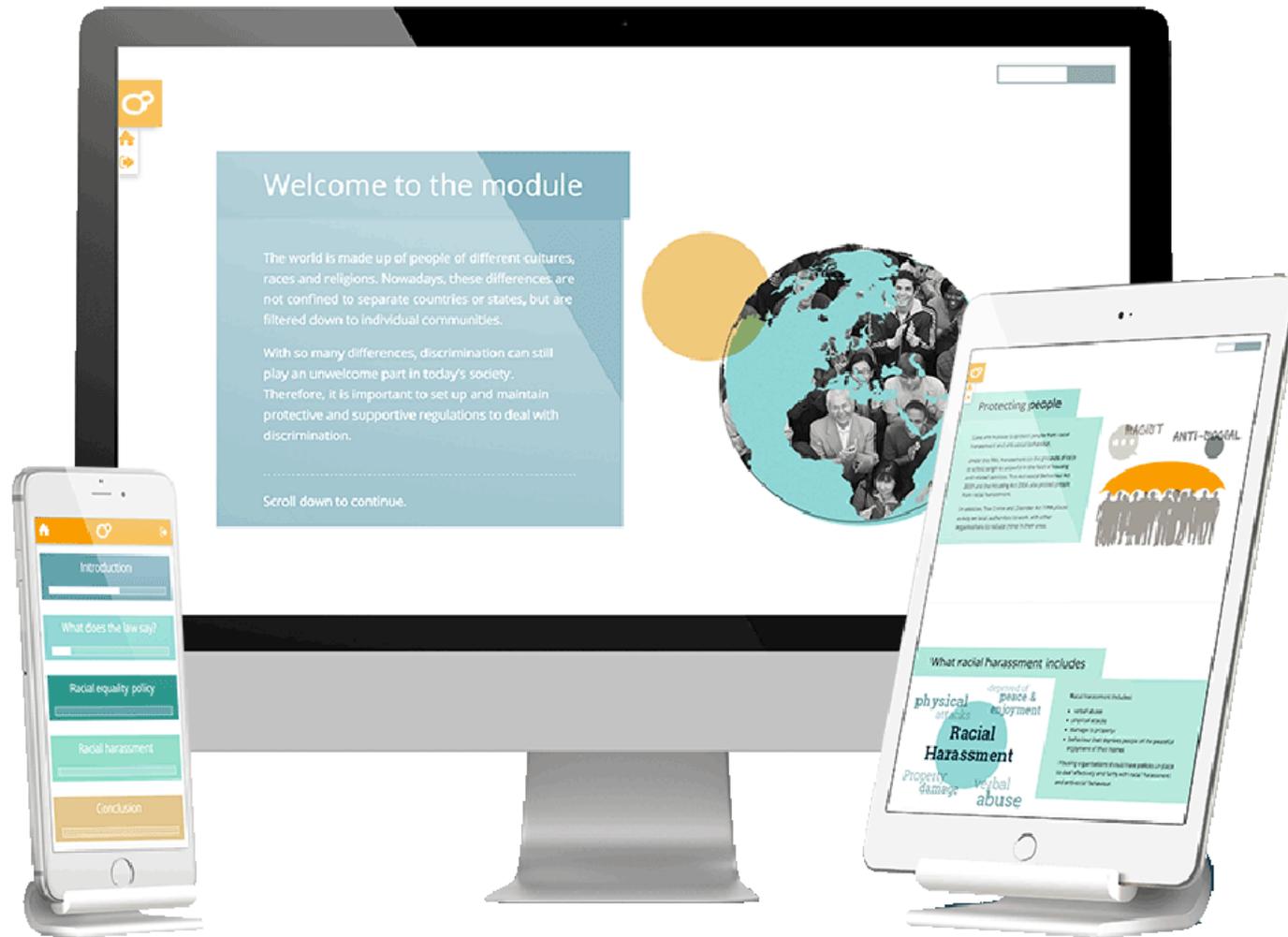
Learning pathways for professional development





Topic / module examples

Introduction to Social Housing







- Saves everyone time – faster, more consistent, efficient training.
- Caters for the ‘always on’ learner.
- Enables learning at own pace; suit to schedules; bite size; revisit as needed.



- Costs less to deliver than classroom training & quicker time to competence.
- Learners are already using online learning.
- Better tracking and reporting of learning completion data.



- Keeps learners engaged - flexible and customised pathways.
- Facilitates collaboration and better blended learning.
- Provides learning at moment of need, improving performance of individuals and organisation.

Benefits of online learning platform

- What's in it for me?
- Context and appropriate content
- Clear pathways
- What do you want learners to do differently?
- Digestible chunks
- Variety of activities
- Interaction and engagement
- Enjoyment - positive learning experience
- Check own understanding and see results
- Reward
- Performance support
- Continually develop and nurture platform



Challenges or barriers

- No clear online learning strategy.
- Limited knowledge and experience of introducing online learning to an organisation.
- Not prepared for extent of culture change – new ways of working and learning.
- Challenges with IT e.g. poor broadband; no sound cards in PCs; web restrictions.
- IT skills of workforce.
- Lack of experienced resource for initial project set up; design of content (avoid e-reading!) and learner journeys.



Important to recognise for implementing online learning platform

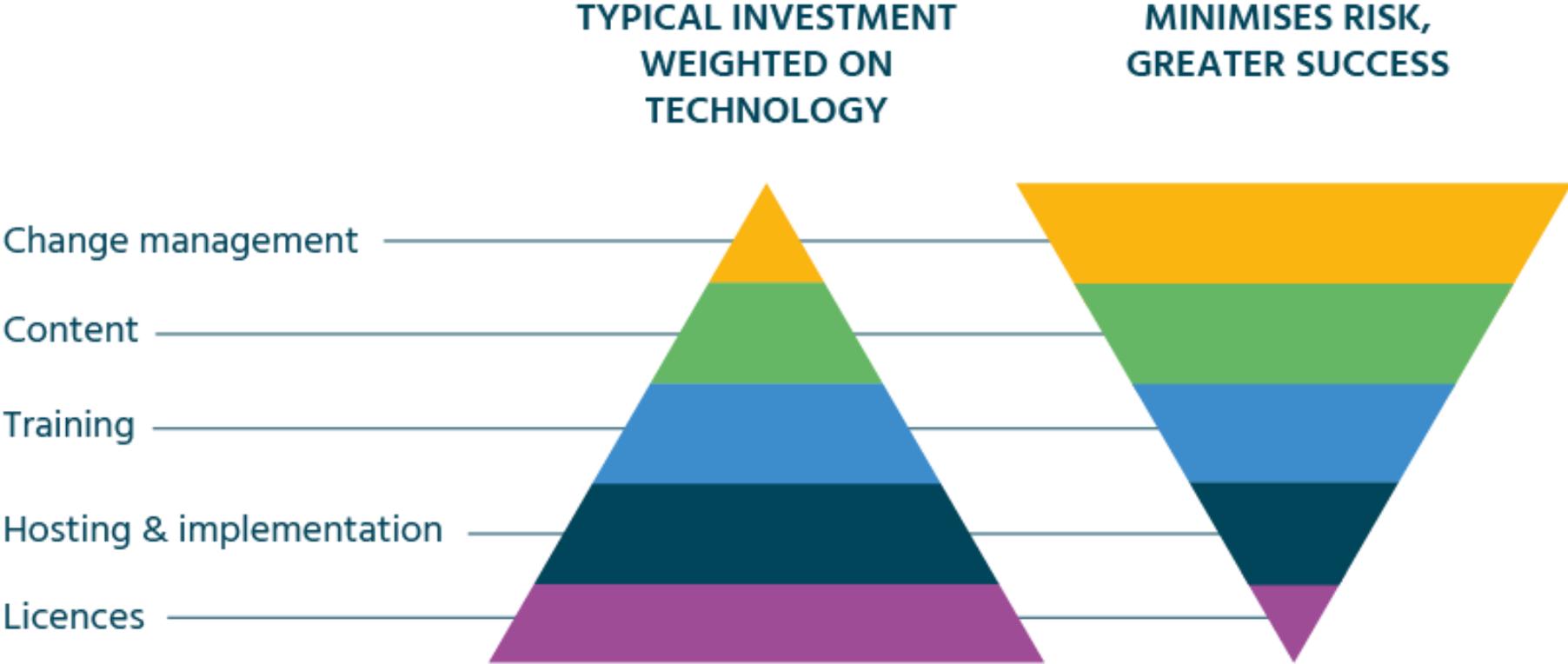
- Online learning strategy – put blended learning at the heart of L&D strategy
- Who are your learners and where/how will they access online learning?
- IT tech aspects, browsers, devices, SSO, data integration
- Importance of provider – ongoing training and support
- E-learning content and tools – mobile responsive – create from scratch?
- Project team for platform set up – look and feel, content, user journeys

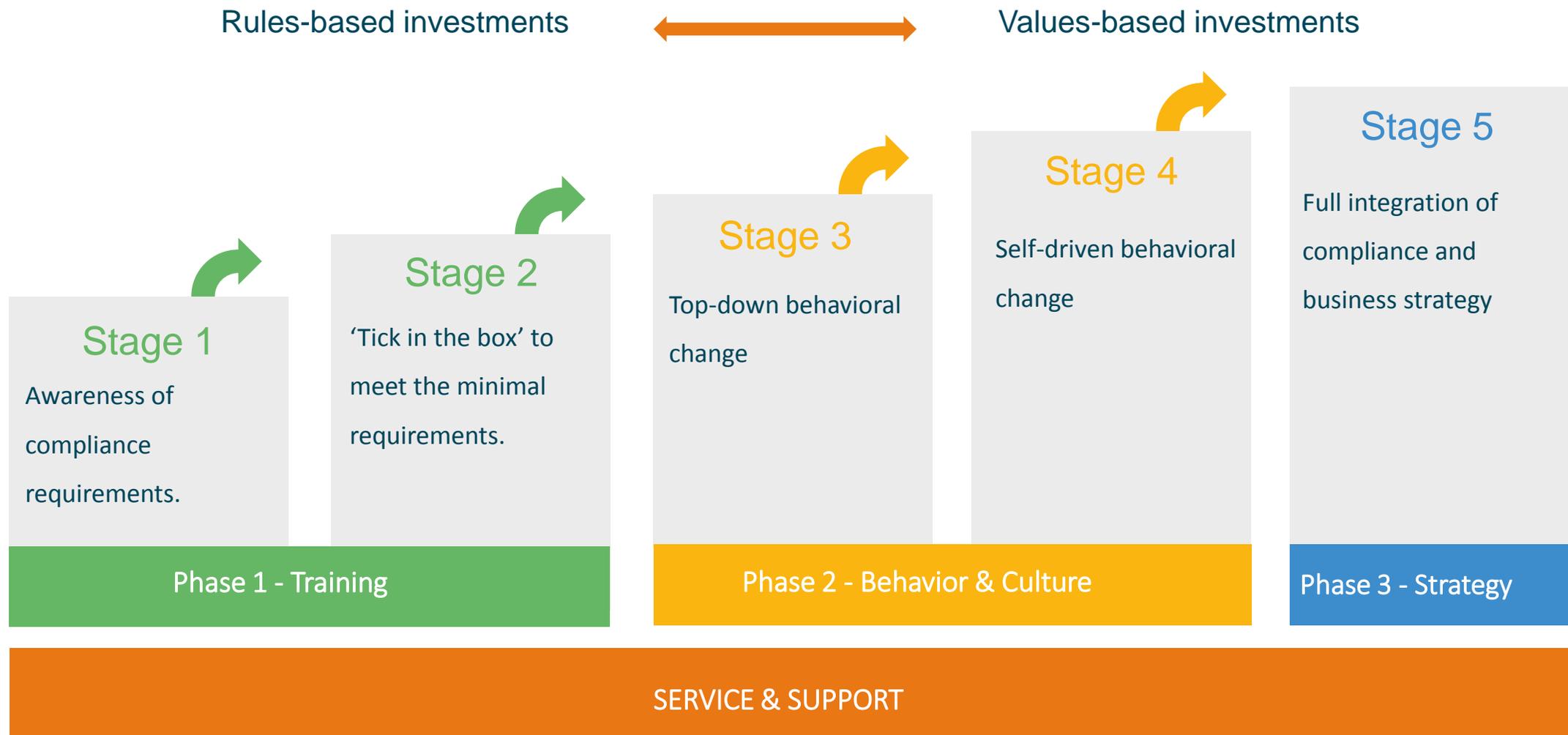




- Role of L&D professionals to develop content and support learners – design with learner in mind
- Online learning policy
- Guidance for managers
- Comms and engagement plan - launch and beyond
- Ongoing platform administration
- Evaluation / ROI

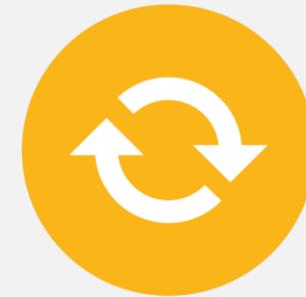
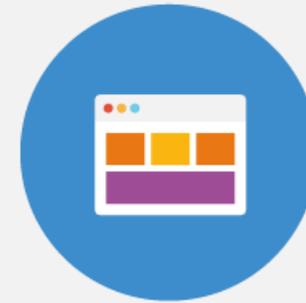
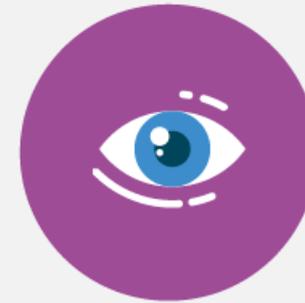
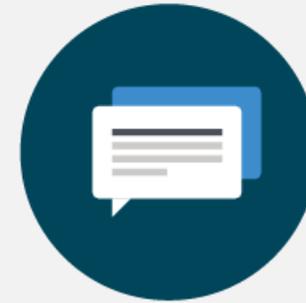
Service Provider





Provider who works in partnership to help you deliver

1. Develop online learning strategy – inspire and lead modern ways of learning.
2. Select service provider who will advise and support each step of your journey.
3. Provide depth and breadth of content – relevant, interactive and mobile responsive.
4. Set out clear launch and engagement plan – PR not HR.
5. Link learning to performance reviews; support learners; reward.
6. Keep platform nurtured – involve learners and have social dimension – create ‘go to place for all things learning’.





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Thank you