

Don't Make Me Do That!

Making Learning Engaging and Fun



LA STC Chapter

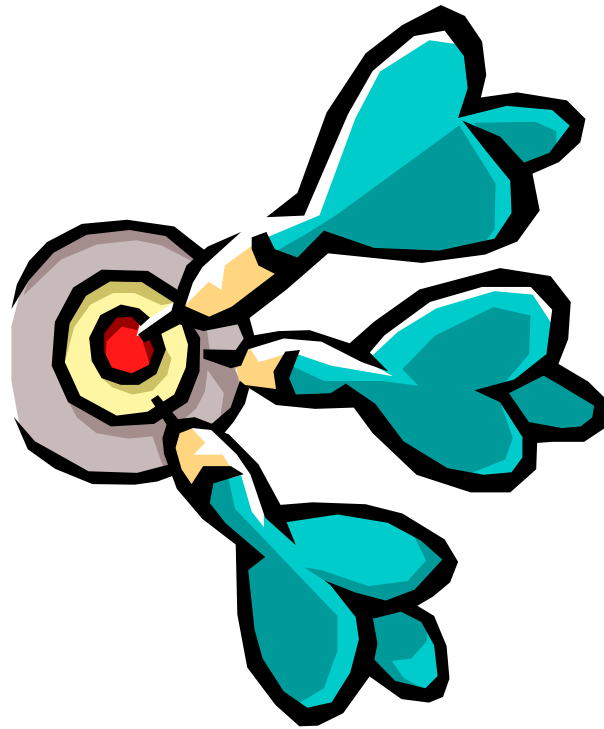
Presented by:
Lance Gelein
The Gold River Group

Agenda

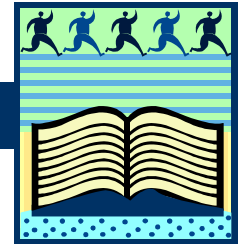


- Overcoming resistance
- Thinking outside the book
- Using other modes for training delivery
- Using gaming technology for training
- Review

Checkpoint



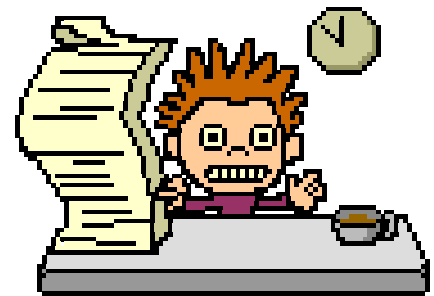
Wants



Don't Make Me Do That!



- People hate and fear change
- Four essentials for overcoming resistance:
 - Advance communications
 - Involvement
 - Support
 - Time



Advance Communication



- Let the trainee know what's coming
- Keep them “in the loop”
- Be open with known information, but don't say too much

Involvement



- Involve the most resistant first
- Use them to test the training
- Let the most resistant become your advocates

Support

- Be available
- Show concern and interest
- Check in and see how it's going



Time



- It takes time to adjust
- Don't expect acceptance too quickly
- Be patient



Thinking Outside the Book



- Large documents gather dust
- Cumbersome online help is useless
- Think about:
 - How much information is really required – boil it down to its bare essence
 - Try to draw the learner in
 - Make it a journey of discovery
 - Remember: “Less is best”

Ways to Think Outside the Book



- Do the unexpected
- Develop training that is relevant to daily tasks and work environment
- Involve the trainee in the development of materials
- Make the complex, simple... Really simple

Outside the Book Products



- Newsletters
- Business cards
- Board or group games
- One-page reference cards
- Badge attachments
- PDA beam-able tools
- Emails
- Tip sheets
- Posters
- Launch parties

Using Other Modes for Training Delivery



- It's a new world linked via the internet
- Costs for training keep going up
- Training is still the number one problem concerning quality and the “bottom line”
- Set up eLearning centers for ongoing support
- Cost savings can be dramatic!

Some Techniques

- Webcasts or on-demand
- Net meeting
- Skills lab



Web Cast or On-Demand Benefits



- Costs are low
- Usage and track-ability is good
- Leaves the company with a sustainable training program
- Sample Web Cast

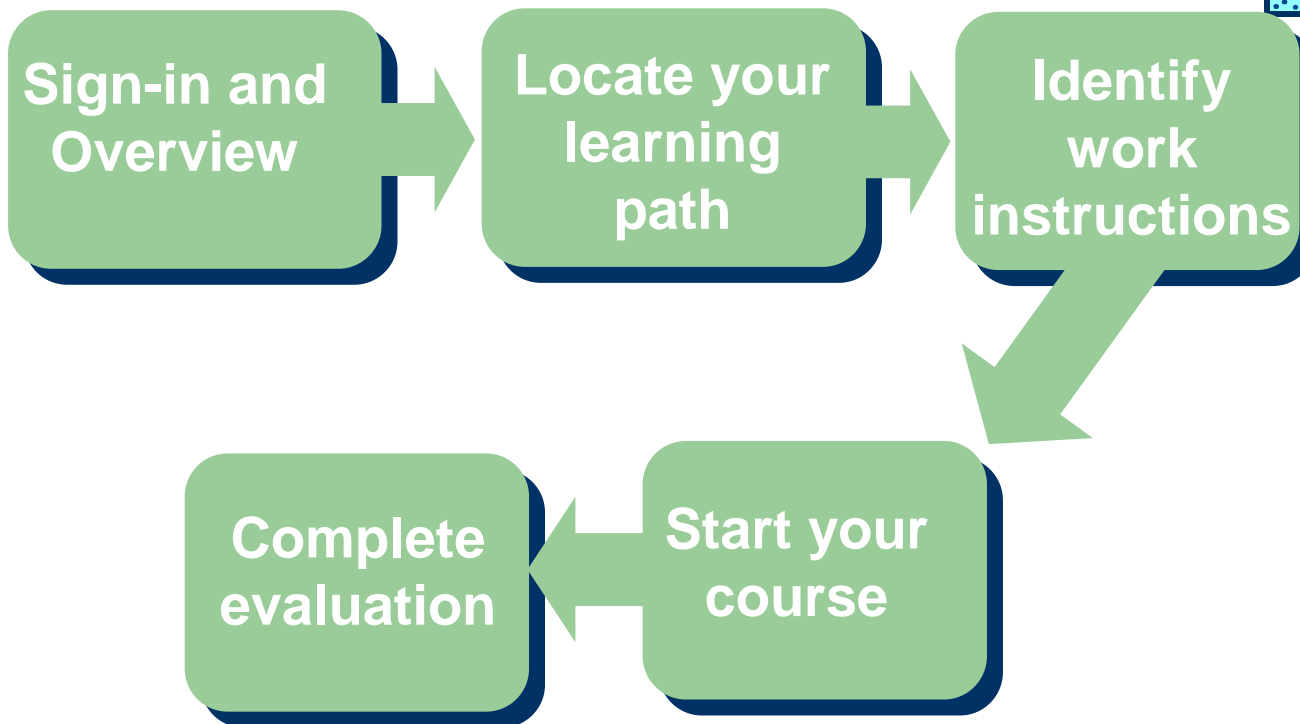
What is a Skills Lab?



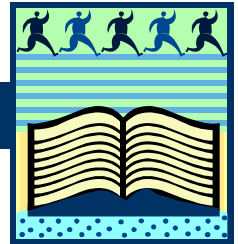
It is a learning environment where participants can:

- Learn at their own pace
- Gain hands-on experience and practice in a safe environment
- Learn with limited disruptions
- Work individually or as a team

Skills Lab Process

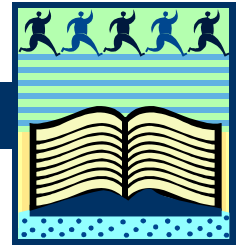


Using Gaming Technology for Training



- Engages the audience
- Makes learning fun
- Easy to distribute
- Caters to the younger learner

Techniques for Gaming



- Make it customizable
- Have various routes for the learner to follow
- Allow the learner to experiment and play
- Use evaluation methods to ensure outcomes
- Sample Gaming

Benefits of Using Gaming



- Can be used for non-reading learner
- Engages the learner
- Allows for evaluation of competencies and training completion
- Low-cost delivery

Review



- There are many ways to engage people in the learning process
- Don't be afraid to try something new
- Remember: Make learning engaging and fun for success

Questions

