

Table 1 - What is one effective e-learning practice occurring in your organization.

- Place learning labs away from users' desks and offices
- Include a blended component (e.g. F2F, discussions, interviews, coaching)
- Make sure it is practical
- Make sure to reinforce learning through coaching and measurement
- Include tell-show-do-review
- Arrange for the possibility to post modules in other areas (i.e. internet access)
- Include a 10 minute break if webinars go over two hours
- www.zoho.com
- The tone of voice on the audio is important - provide voice coaching
- Use e-learning for compliance
- Use a pre-test to determine knowledge gaps
- Use post test one week later to determine retention
- Do not simply dump instructor led classes into e-learning
- Use rapid development tools (lectora, captivate, etc.) to save money
- Include a coaching aspect
- Ensure there is some follow-up communication after the e-learning
- Reuse existing content to save development time
- Use bookending – content on both ends
- Develop tools and processes to measure e-learning effectiveness
- Have a new hire webcast
- Create a wiki for knowledge sharing
- Make sure to have interactivity
- Use e-learning for “quick hits” of learning (e.g. software update)

Table 2 - What is one tip for insuring a talent management strategy that puts the right people in the right jobs when and where the business needs them?

- Have a focus on performance
- Decide what development focuses on key integrations
- Have a program that focuses on developing high potentials
- Coach managers on how to teach
- Coach staff on:
 - a. Processes
 - b. Systems
 - c. Programs
- Ensure the talent management strategy is aligned with the organizations' objectives and vision.
- Conduct gap assessments – compare to job descriptions or job profiles
- Have a succession plan that includes all levels of the organization
- Hire for attitude, train for skill
- The new hire selection process must be thorough
- Focus on strengths
- Understand your talent pool
- Learn what your employees want to do
- Develop a career path
- Ensure interviews are congruent with critical skills
- Provide cross training

Table 3 - What is one tip for creating a successful coaching/mentoring culture?

- Create\define objectives and guidelines
- Create a safe environment
- Acknowledge that this process is ongoing and not an event
- Provide recognition program for mentors
- Use a clearly defined coaching model
- Create trust
- Adopt a monitoring process
- Adopt a process for providing feedback to coaches\mentors
- Align with systems and assessments
- Identify and clarify key elements for the coaching model
- Ensure listening takes place
- Ensure alignment of objectives between mentor and mentee
- Allow sufficient time
- Provide a method for ongoing reinforcement
- Align the correct mentor for the mentee
- Ensure buy-in from upper management
- Provide training for coaches
- Show why it matters – ROI if possible
- Market this as part of professional development
- Chose key metrics for success
- Ensure the gap (levels) between mentor and mentee are not too wide
- Allow for mistakes
- All ideas are good ideas
- Tie to organizational goals and career path
- Communicate successes

Table 4 - What kind of a knowledge management system/process does your organization have in place?

- Sharepoint
- Groove
- Wikis | Super Wiki
- Lotus Notes
- Outlook
- Moodle
- Learning management systems
- Shared network drives
- Ensure you have a quality assurance process
- Traing employees how to use the systems you have
- Come up with a governance plan
- Create business rules (i.e. what goes where?)
- Use competency mapping

Table 5 - Share one ice breaker you've successfully used with a group.

- Have a scavenger hunt
- Ask what's on your iPod
- What is your business
- Tell a funny story
- Create a network bingo game
- Look at pennies they have, what happened that year
- Tell two truths and a lie
- Facillitator asks "why am I here?"
- Tear playing cards in half, match with the other half and share information
- Create headling using 10 facts
- State a little known fact & ask who is it
- Ask for their guilty pleasure
- Ask what they want to gain from class
- Ask what would you do if you won the lottery
- Ask what is your claim to fame
- State some word and ask how everyone feels about that word
- Discuss personal mementos
- Choose three adjectives that describe you
- Find one thing everyone has in common
- Share one thing no one knows about you
- Put everyone in order by ther birth date
- Write topics on the panels of a soccer ball, throw it and have participant talk about that topic
- Conduct cross introductions
- 1,2,3 look

Table 6 - What is one best practice to effectively manage organizational change?

- Ensure top down communication
- Use technology tools (e.g. sharepoint)
- Include these in change communication: WHY, HOW WHEN?
- Include What's in it for me (WIIFM)
- Ensure you have buy-in at the very top levels of the organization and ensure they are modelling the change
- Design multiple ways to communicate
- Over-communicate – keep people up to date
- Find the spine of the organization
- Include employees from all levels of the organization when planning change
- Understand that acceptance of change is different for everyone
- Make sure all stakeholders are involved
- Ensure that everyone in the organization is aware of what you are trying to achieve
- Know who your key influencers are and get their buy in early
- Messages concerning change need to be consistent
- Do not ignore rumors
- Conduct focus groups to verify if change is happening
- Clearly define the change goals
- Ensure your leadership is focused on the change
- Include a process for measuring \ tracking change
- Create a communication plan
- Include a feedback mechanism

Table 7 - What is one tip for effectively working with Subject Matter Experts (SMEs)?

- Ensure they know what's in it for them (me) (WIIFM)
- Be clear with goals, objectives and outcomes
- Ensure you really have the true SME
- Understand their communication style
- Give credit for what they know
- Ensure SME is part of the entire process
- Watch your ego
- Provide a structure for the process & document clearly
- Conduct a SME training session
- Clearly define the role of the SME (e.g. role description)
- Measure results – what does success look like
- Recognize the SMEs
- Allow them to say no
- The project kickoff needs to be collaborative
- Discover what motivates your SMEs
- Clarify the time commitment
- Get SMEs thinking like trainers

Table 8 - Training Magazine demise- what does it mean?

- Print is struggling, many trade and general interest magazines have gone away
- Many professionals are finding the information found in Training on the web - a channel shift
- Perhaps Training should have moved to web and made content more engaging, immersive, more relevant content
- It's a sign of the times
- Cost, time lag in printing and distributing magazine content
- Decreasing numbers of subscribers
- Our industry is contracting, less advertising revenue has to impact print
- Generational - one younger participant never reads magazines, only accesses this content online
- Training is an outdated term - workplace learning
- Value of the Training Magazine brand diminished and not valuable
- Perhaps poorly run business

Moderator notes - older members expressed more feelings - sadness versus younger participants that shrugged this off. One younger woman recently earned a masters and use this magazine and others to discover trends in the industry. She wondered now those new to workplace learning will find information on the web. My take is that students saw this as an edited source and therefore more valuable and relevant.