

## **LTSF20 D4S4: Designing the New Normal**

### **Hannah Gore – Questions**

Donald H Taylor: LTSF20: D4S4, 16 July 2020

Donald H Taylor: We'll be starting at 12:15 UK time. The session will finish at 13:00 UK time.

Donald H Taylor: The hashtag for the event is #LTSF20

Donald H Taylor: Our thanks go to today's sponsor, Thrive <https://www.thrivelearning.com/>

Donald H Taylor: The recording, slides, chat and other supporting documents will be available from next week at: <https://www.learningtechnologies.co.uk/digitalhub>

Donald H Taylor: We have a very full session today, so sadly it will not be possible to answer every question. However, our speaker will aim to deal with as many of your questions as possible after the event, on LinkedIn.

Marie: Hello

Jason: Morning Rob

Sindhu: Hello from London

Alan Stronach: Good afternoon from Sunny Sunderland

Carrie (@CarrieAWalton): Phew, I was thinking I'd followed the wrong link there!

Michael Halling: Good afternoon from cloudy Bromley, UK

Denise Marshall: Hello from Willesden London

Liza: Hi

Jason: Hi Hannah

Chris: Hi from a very sunny Edinburgh!

Michelle Kaye: Hello from London

Diane Woods: Hello everyone me from Dundee Scotland

Victoria: hi from Aberystwyth

Caroline Singleton: It took a long time to come into the session!

andy wooler: Hi both, greetings from Brighton

Amaka Ozougwu: Hello from Reading

Shaun Delaney: Hello from Chatham, UK

James Booth: sorry for late doors opening, we had sound issues to resolve

Marie: Sunny Durham

Keith Colvin: Hello from Maidstone

Lisl Lewis: Hello from mid Sussex

Merja AT: Hi from Helsinki, Finland!

Charlotte: Hello from Norwich!

Sofie: Denmark

Carrie (@CarrieAWalton): Beautiful Newcastle!

Nick Tucker: Nick from Burton on Trent

Natacha DL: Hi from south of France

Maggie Quinn: Hi from Edinburgh

Amanda Wilson: Hi, I'm in Bristol

Karen Chambers: Hi from Deal on the coast, Kent, UK

Jason: Greetings from Brackley

Jonathan P: Hello from Guildford UK.  
Marina Vicente: Hola from Barcelona ;)  
Noel Read: Hi from Reading, in the UK!  
Robin: Welsh borders. Sitting in a tent  
Else: Hi from Copenhagen :-)  
Juliette: Hello from Worthing, West Sussex  
Lisa Boyle: Hello from Edinburgh :)  
Christian Ingemann: Hello everyone!  
Ann Jones: Hi Ann from Reigate Surrey  
DonnaBW: Stratford-upon-Avon  
Rita: Hello from Canada  
Wojciech Bednaruk: Dzień dobry from Warsaw  
Folashade Braimoh: Hello from Nigeria  
Belinda Parish: Hi from cloudy Portsmouth, UK  
Jan Beard: Hi from Chelmsford  
Dhiraj Mann: Hello from Harrogate  
Mike Day: Hi from Northamptonshire, UK  
Eulaine Kruger: Hello from South Africa  
Wai-Fun: The dark.  
andy wooler: The Sinner on Amazon  
Caroline Singleton: Some One Feed Phil - travel and food - brilliant  
Leah: Hello from Cheshire :)  
Claudia Loi: Hello everyone!  
Morten Bonde: Hello all :) Looking forward to this  
Mary Lewis: Hello from Cheltenham (UK)  
Jonathan P: 'Sons of Anarchy' - drama - Hamlet with biker gangs.  
Karen Chambers: Enjoying Alan Bennett's Talking Heads  
Stefanie: Dark, a very great German-Netflix-show about time travel  
Lizzie Rhodes James: You have time for @netflix @rob lucky you  
Gary H: Brooklyn 99 for laughs!  
Laura Millward: This is Us - on Amazon - drama/comedy - AMAZING!  
Nigel Paine: The Great on Amazon Prime about Catherine the Great but very over the top. Brilliantly done  
Denise Marshall: Perry Mason from the 1960's black and white crime series - great fashions  
Debbie: Timeless - Sci-fi historical Time Travel  
Jonquil: Little Fires Everywhere  
Tomi Kassim: Hi Folashade!!! i's in Nigeria too  
DonnaBW: Lucifer on Amazon - Milton's fall of Satan for the 21stC  
Brendan 2: Brendan, Leicestershire....looking forward to new learnings  
Michelle Kaye: @Denise - yes, I'm watching that  
Jason: 'Halt and Catch Fire' on Amazon Prime - a brilliant character drama through the evolution of the tech' world  
Steven DC: Wheeler dealers ðŸ˜‰  
Jonathan P: @Jonquil - I've just finished that and loved it!  
Caroline Singleton: Agree about This is US  
Nigel Paine: Deutschland 83 on Prime about East Germany West Germany rivalry.  
V exciting and atmospheric

Mark Bennett: Of Mics and Men about the Wu Tang Clan on Sky Docs  
Lizzie Rhodes James: @Gary Brooklyn 99 is children's favourite  
Jonquil: The Politician - Netflix  
Ian: Spot on Jason, it is fantastic!  
Szilvia: Hi All from London  
Lisl Lewis: The Casketeers on Netflix - reality show about a funeral parlor in NZ  
Jonquil: @Jonathan P Right?? It is brilliant!  
MaggieH: Hello from lockdown Leicester  
JOSE G. VARGAS-HERNÁNDEZ: thanks José G. vargas-hernández, university  
Center for economic and Managerial sciences, University of Guadalajara  
Maggie Quinn: Ozark - Netflix  
Amanda Wilson: I can  
Miriam Speidel: Hi from Peterborough  
Sofie Martin: Hello from London  
Roz: Loved Ozark too Maggie !  
Kemi: hi everyone  
Caroline Singleton: Ozark - definitely  
Else: Your sound is not so clear  
Roz: Is that Kemi from Salford?  
MaggieH: yes  
Carrie (@CarrieAWalton): Yep  
James Booth: yes  
Rob Wormington: yes  
Sindhu: Yes  
Deb Ashley: yes  
Michelle Kaye: Yes  
Scott: Yep  
Wendy Arrowsmith: YEs  
Amanda Wilson: yes, fine  
Mary Lewis: yes  
Else: yes  
Natacha DL: nope  
Miriam Speidel: yes  
Caroline Singleton: Yes  
Fhums: yes  
Carol Jamieson: yes  
Brendan 2: Not yet  
Victoria: slides fine  
Jonquil: a bit muffled  
Tracy Middleton 2: yes  
JoEllen Whalen: yes  
Denise Marshall: Sound Ok  
Elena: yep  
Folashade Braimoh: Yes  
Vicky: sound isn't great  
Susana Bento: Yes to o  
Victoria: sound telephone quality  
Susana Bento: Yes to sound and slides. Hello from High Wycombe, UK

Szilvia: sound is not clear

Kemi:@Roz I'm not from Salford but I am Kemi :-)

Lizzie Rhodes James: Hannah's audio is a little difficult to hear ..

Kemi: The sound is a bit crackly

Martin Baker: whoops sorry I'm late!

Paul: Yes

Laura Millward: YES

Emma 2:yes

Caroline Singleton: Yes

Michelle: yes

Rob Wormington: yes

Dominika: yes

Elena: yes

Robyn: can see

Marie: yes

Morten Bonde: gotem

Noel Read: I can see the slides fine

Victoria 2:Yes

Jason: yes

Amanda Wilson: yes

Cath: yes

Joanna Simankowicz: yes

Alan Stronach: Yes

Tracy Middleton 2:yes

Deb Ashley: yes can see slides

DonnaBW: yes

Rob B:yes

Paul Banham: I can see it

Colin Welch: I can see them

Helen dudfield: no slides

Carrie (@CarrieAWalton):I can see them

David: yes, slides are there

Miriam Speidel: I can see it

Mary Lewis: slides are ok

Shaun Delaney: Yes

Marina Vicente: Yeap

Mark Nilles: they just showed up

Chris: Yes

Wai-Fun: yes can see slides

MaggieH: Good slides & good sound - using the App

Natacha DL: y

Scott: Can see

Sam: yes

Nigel Paine:@Lizzie are you using the Adobe App the sound is better on App

Wendy Arrowsmith: YEs slides okay

Jan Beard: No

Robin: yep they're there

Phill Dearn: They are there now

Rachael: Yes I can  
Liza: Yes can see slides  
Vicky: yes can see  
Nick Denholm: can see them  
Maggie Quinn: yes  
Sue 2:yes I can see them  
Keith Colvin: yes fine for me  
Olivier Nourry 2:had to refresh to see it  
Darren: yes. refresh your screen  
Jo: I can see them  
sophie manson: can see  
Ruth - Edinburgh University L&D: slides fine  
Sharon Guy: Can see slides but sound not so good  
Gergely Markus: yes  
Sindhu: Can see slides  
Amaka Ozougwu: I can see the slides  
Martin Baker: On the APP and yes I can  
Kemi: side note-@Hannah I'm loving your room and how you've disguised the door as part of the wallpaper  
Sophie: I can see  
Ann Jones: Yes sound breaking up though  
David: do you need to go through the app?  
Claire Withers: seeing slides, your sound not so good  
Lizzie Rhodes James: slides are good - audio / sound is not good  
Else: slides are fine sound is poor  
Helen dudfield: slides now by reloading  
Carrie (@CarrieAWalton):@Kemi - Hannah's entire house is as beautiful as her home office. It's truly gorgeous.  
Nigel Paine: Try the app rather than the browser if sound breaking up  
Vicky: I'm on the app, sound is still poor :(  
rjh: Ops late!  
claire pegg: Hi Claire Pegg Here - Care Quality Commission England (Newcastle)  
Robin: Yes empty seats  
michelle mcshortall: yes  
Mark Nilles: yes--empty seats  
Carrie (@CarrieAWalton):Hi @ClairePegg - I'm Newcastle too :-)  
Martin Baker: Hi Claire - MartinBaker Charity learning Consortium here!  
Lizzie Rhodes James: I'm using the app :-)  
James Booth: we had issues with Hannah's microphone earlier hence the sound quality issues  
Lizzie Rhodes James: using app and audio not good  
Brendan: slides now appeared, thanks. Re-loaded the connection. Prob solved.  
Nigel Paine: Adobe Downloads <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>  
Nick Denholm: is sound breaking up for others ?  
claire pegg: Hi Martin - I'm also a trustee for Mind! Love the Third Sector!  
Lizzie Rhodes James:@nick yes  
Wendy Arrowsmith: Hi @ClairePegg I'm in North Yorkshire so just down the road :-)

rjh: Yes SharePoint is dire for eLearning  
James Booth: Adobe Connect app - For  
Windows: <http://www.adobe.com/go/Connectsetup>  
claire pegg: Hi :-)  
Martin Baker: Claire - I'll find you on linked in! :)  
Lizzie Rhodes James: Is the what now ever going to happen? Are we not continually moving?  
James Booth: Adobe Connect app - For  
Mac: <http://www.adobe.com/go/ConnectSetupMac>  
claire pegg: Yes please do @martinbaker  
Kemi: whilst we might be at the "what now" stage... most people are like asking but how? how are we going to do this learning thing during these unprecedented times  
Wendy Arrowsmith: We are looking at adapting our classroom training from 16 delegates to 6!  
Rachael: also impacts ROI when we have less delegates  
claire pegg: @wendyarrowsmith wow! Interesting consideration  
Lisl Lewis: Combination of poor quality sound and fast speaking is really difficult to keep up with  
Wendy Arrowsmith: @clairepegg - I work for North Yorkshire County Council and we are now doing much of our training via webinars which is a whole new training dimension for us as trainers  
Rob Hubbard: The four stages to re-positioning your role at work  
- <https://drhannahgore.com/2020/07/03/the-nice-to-have-and-the-need-to-have/>  
Kemi: @Wendyarrowsmith how are you finding the transition- from 16 to 6. why did you choose 6 as a number?  
andrea Allison: We are getting endorsement for our adult services training for both webinars and classroom @clairepegg  
Wendy Arrowsmith: @kemi - not started this reality yet. We are doing it from September. Most will still be delivered by webinar.  
Wendy Arrowsmith: Hi @andreaallison  
Rob Hubbard: Flipped classroom  
methodology <https://drhannahgore.com/2020/06/03/the-butterfly-effect/>  
Nick Denholm: huge opportunity for virtual learning journeys mixing live sessions with social and off-line elements  
Rob Hubbard: Changing the learning culture at your organisation  
- <https://drhannahgore.com/2020/06/22/socialist-ld-developing-a-community-as-a-whole/>  
andrea Allison: Hi @wendyarrowsmith  
Lizzie Rhodes James: I reckon the L&D world is becoming a competition for the best picture :-) ...  
Wendy Arrowsmith: @nickdenholm - yes, a whole new blended learning approach  
rjh: Some word to read would be nice...  
Carrie (@CarrieAWalton): We use Flipped a lot.  
Karen Chambers: Like the mix of online learning first, then smaller workshops  
andrea Allison: Also working for North Yorkshire County Council delivering to adult social care @clairepegg @Dhirajmann  
Nishath: @Carrie- what was your experience with Flip?  
Carrie (@CarrieAWalton): Although trying to get practitioners to realise the

difference between flipped and blended is a surprising struggle...

Mark Nilles: Flipped classroom helps level the room--allows everyone to gain prior knowledge

Carrie (@CarrieAWalton): @Nishath - excellent, it's a fantastic methodology to use and gives the learners a far better experience overall.

Lizzie Rhodes James: @mark :-)

Nishath: @Carrie- would love to hear from you on that...

Lizzie Rhodes James: @wendy - sounds great

Kemi: @Wendyarrowmith- interesting.... hope you'll mix it up. all the best with the transition

Martin Baker: flipped classroom = blended?

Rob Hubbard: The three phases of L&D in the pandemic and after <https://drhannahgore.com/2020/05/26/the-evolution-of-the-new-normal/>

Carrie (@CarrieAWalton): @MartinBaker - no there's a definite difference.

Martin Baker: really?

James: I've been using Flipped Classrooms in FE and Private Training Providers for many years and consider it to be a highly effective method / approach.

Carrie (@CarrieAWalton): @Nishath - happy to chat about it - drop me a line on Twitter?

Nishath: @Carrie- will reach out on LinkedIn

Jonathan P: Flipped classrooms means you do the learning at home/on your own (via videos etc.) and then you use this learning in practical ways in class/groups so the tutor can trouble-shoot elements of learning that have been missed.

Nigel Paine: @Mark Can you explain Flipped Classroom for Wendy

Michelle Kaye: We've been moving away from out of the office for a day, for a while now

Helen Bound: Use online learning to provide all the knowledge and workshops to then start applying that newly found knowledge/skills

Nishath: what's your ID- @Carrie

Helen dudfield: flipped combined with adaptive learning is powerful

Helen dudfield: look at CogBooks or area9 as examples

Nigel Paine: @James can you explain Flipped Classroom for Wendy as you use it

Helen dudfield: great for distributed learning

Nishath: @Carrie- my full name is Nishath Moheb Usmani

Nick Denholm: @Helen, totally agree

Helen dudfield: so we can use flipped for recruits before they arrive on a course

Helen dudfield: then focus face to face

Mark Nilles: @Jonathon describes it well. It's "Flipped" because in the traditional classroom, the teacher teaches first and then the students do homework to learn more. In the flipped environment, the 'students' do some learning first and then the 'teacher' builds on what they (should have) learned on their own

Carrie (@CarrieAWalton): @Nishath - look for Carrie Anne Walton, I work at the NHS.

Nishath: @Carrie- got it

Kemi: What I find interesting is that there is lack of understanding or limited understanding on how to design learning, content and the experience, particularly the digital experience. I'm finding I'm working more with L&D professionals on this more than other training topics..looking at digital design design thinking, content



design etc

Helen dudfield: but with adaptive the trainer can see objective evidence of strengths for class or individual and plan for that

Helen dudfield: anyone using adaptive yet?

Wendy Arrowsmith: @markniles - thank you. Similar to many modern teaching approaches in school where children are set investigative questions, etc before the teaching input.

Mark Nilles: @Wendy--that's right

andy wooler: @Helen - my last employers use the Area9 Adaptive learning tool to great effect

Carol Jamieson: @David there will always be topics that need people to carry out skills that need a face to face experience. i.e. First Aid, moving and handling etc

Rachael: what was phase 3 referred to again?

Helen dudfield: @andy wooler great

Michelle Kaye: Phase 3 - The New Normal

Rachael: @Michelle Thank you

Olivier Nourry 2: @Rachael : <https://drhannahgore.com/2020/05/26/the-evolution-of-the-new-normal/>

Sindhu: students study first then come to class to do exercises afterwards, is known as flipped learning. Imperial College launched it in 2007

Rachael: @Olivier thanks for the link! I will give it a read

Wojciech Bednaruk: I think the "evolution" metaphor is wrong ... evolution has no predefined direction; all the changes are trial and error. We in L&D don't have time for trial and error.

Anita Page: @Wojciech -Surely if we don't experiment and try new things, we will just stick with the tried and tested. Someone has to push the boundaries otherwise we stay still

Sindhu: Flipped classroom offers more flexibility to students with different abilities, allowing them to work at their own pace, and to raise and immediately tackle issues that arise.

Miriam Speidel: @wojciech Bednaruk That's not my experience of L&D. Trial and error or the iterative design is part of L&D and part of the fun!

Carrie (@CarrieAWalton): Preach Hannah, preach!

Carrie (@CarrieAWalton): Start with ourselves ALL THE TIME! :-))

Miriam Speidel: @anita completely agree

Sindhu: Self reflect and make adjustments

Wojciech Bednaruk: @Anita & Miriam ... I'm saying that the metaphor of evolution emphasises random trial and error but we need to have a sense of direction and do deliberate experimentation

Sindhu: ready to make adjustment

Jade: I saw a great tip for flipped learning as a lot of people do not want to complete the pre-work: Call the pre-work Module 1 - gives it more importance and shows it is an integral part of the learning

Christine Locher: Intrigued - what metaphors would capture that better?

Gaby: Great idea @Jade

Piers: +1 @Jade

Icar Cadayong: @Jade - great idea... will do that

Anita Page: Agree @Wojciech it's not a passive, wait and see.



Sindhu: @ Jade Great!

Olivier Nourry 2: @jade thanks for the tip!

Nigel Paine: look at yourself

Nigel Paine: learning about the company's plans

claire pegg: @Jade I have just had that same conversation this morning and secured their diaries for protected learning!

Diane 2: @Jade. Excellent idea!

Nigel Paine: map out the gap

Nigel Paine: work out what L and D can do to bridge the gaps

Miriam Speidel: @wojciech ok, I can see where you were coming from now

Helen dudfield: flipped and assessment are good to recognise inclusive needs and work in those to retain more if pass/fail criteria. e.g. giving SEN c

Helen dudfield: Giving SEN more time

Martin Baker: @claire and @jade..... deff, also phase 1 (never pre work or "pilot")

claire pegg: It is really important to consider inclusion too when moving to virtual learning - not only accessibility but understanding how to set the systems

Martin Baker: phase 2 is the natural next step

Mark Nilles: @Helen - what's "SEN"?

Helen dudfield: special educational needs e.g. dyslexia

Mark Nilles: thanks

Lucia: We have a huge variance in literacy skills across our organisation especially as we rely heavily on volunteers, it has been one of our biggest challenges but also been an amazing learning curve

Helen dudfield: good for neurodiversity especially in domains in STEM

Elena: I have to leave now but thank you so much for this session! Fantastic! Great Hannah!

Lizzie Rhodes James: The science of behavioural...What are the top three tips should L&D consider for next?

James Deller: We invested a significant amount of time last year in functional skills - English and maths to allow learners to unlock the training programme.

Jade: there is a font called dyslexia (google it) which I recommend to our employees with dyslexia - free to download for personal use

Lizzie Rhodes James: @i hear you @lucia

Lizzie Rhodes James: @clare pegg great point about inclusion

James Booth: do we class video conferencing (like zoom) as face to face?

Stuart Holdsworth: it's about getting the balance right between virtual and face to face. It shouldn't be a one size fits all

carol bates: Stuart! Hello

Stuart Holdsworth: Carol hey :D

claire pegg: @jamesbooth we are a national company so rely heavy on face to face video calls via teams - it has become the new normal for everyone over CV-19 with a encouragement to put cameras on

Mark Bennett: @jamesDeller have you tried running digital orientations? They worked really well for us before running virtual classrooms

James Booth: @Claire - agreed. I think a virtual classroom and a VIDEO call are not the same thing

James Booth: virtual classrooms often don't use / rely upon cameras

Kemi: were never going to go back exactly to how it was before, the same face to

face interaction that we had prior to lockdown. All our assumptions and status quo have now been challenged. What they say was impossible remotely is now possible and with this new knowledge in mind we cannot but evolve into better versions of ourselves.

James Deller: Hi Mark, we have developed Digital Ambassadors - colleagues supporting each other, plus a range of interventions - one to one and classrooms. We are also looking at doing sessions on Induction too.

claire pegg: @jamesbooth - virtual classroom it is imperative to enable interaction through different IT usage, tools

Wojciech Bednaruk: @Christine Locher what about this metaphor: Gardening with rapid climate change

James Booth: @Kemi - I agree - the genie is out of the box now

Nick Denholm: self-directed is also useful as the first phase of flipped

Sindhu: "Only in the darkness can you see the stars." - Martin Luther King

Christine Locher: ohhhhh I'm always up for a good gardening metaphor :-)

Mark Bennett: Sounds great James its similar here we have grown an organic group of people who have become learning advocates. Its helped that we have Teams and Yammer

Miriam Speidel: @wojciech 'gardening with rapid climate change'...I like that

James Booth: @Claire - for me, a VC is about content driven sessions, not just tools

claire pegg: Performance Gaps - use your people analytics, get close to your stakeholders have your ear to the ground, like with your HRBPS

claire pegg: @james - agree fully

Lizzie Rhodes James: Gaps can be identified through conversations. Be driven by your curiosity you will find the themes to allow you to do further research and build from there. Curiosity is your friend

Karen Chambers: Totally agree about diagnosing on a personal level to find those L&D needs

Richard Price: Love Mentimeter!

michelle mcshortall: Thanks Hannah, have to jump now, cheers!

Lizzie Rhodes James: @james ambassadors can be great in many settings...

Piers: Mentimeter is really good. Have been looking at others too as well.

Darren: sli.do / Kahoot / Mentimeter / Myquiz - all good tools similar in nature

Nigel Paine: <https://www.mentimeter.com>

James Deller: @Mark - good to hear. We have looked at a range of methods to ensure one might be suitable for the learner. Keep trying. We have had good results. One thing we have learned is that it is work digital devices for many, not digital in general. We are looking at more agnostic approaches i.e. using smart phones and tablets

James Booth: 60 to 90 minutes VC sessions are the golden rule.

Lizzie Rhodes James: @mark bennett great point about growing organically - the key is to start when the 'iron is hot' and the need is now ..

Sindhu: We had some good session about Yoga delivering online, designing webinars etc this morning

James Booth: we used to do 78 hours in a f2f classroom as it was a working day, it was too long normally

James Booth: 8 hours, not 78 !

Nick Denholm: 78 :-)

Anita Page: Hah 78 hours can you imagine :)

Karen Chambers: @James did it feel like 78? :-)

Jade: [spiral.ac](https://spiral.ac), poll everywhere, quizziz

Nigel Paine: 8 is for wimps 78 for the tough guys

James Booth: often !

Piers: Depends on content, variation and activity (experience) more than X number of minutes.

Miriam Speidel: @nigel lol!!!!

Mark Bennett: @james D the majority of our staff only have iPhones so that informed our approach. We are approaching it as way to offer learning to all. It's a great opportunity to drive positive change!

James Booth: @piers - yes

Robin: Thank you

Piers: But 78 hours is my new goal ;)

James Booth: people expect to fit a virtual classroom into their working day, bot for it to be the whole day

James Deller: @MarkB I am with you on this one! Really keen to hear how you do that.

Miriam Speidel: @mark bennett...are you seeing this...78 hours are a new goal!!

Miriam Speidel: @mark bennett lol

Mark Bennett: @James D I'll drop you a line on linked in

James Deller: Thanks @MarkB. I am there.

Darren: Re: technology, the only fear is fear itself

Karen Chambers: Thank you Hannah, really interesting points, gave me some good nuggets.

Rob Hubbard: Our thanks go to today's sponsor,

Thrive <https://www.thrivelearning.com/>

Rob Hubbard: The recording, slides, chat and other supporting documents will be available from next week at: <https://www.learningtechnologies.co.uk/digitalhub>

Rob Hubbard: This session is now finishing. For a list of all the sessions taking place this week, please visit: <https://www.learningtechnologies.co.uk/learning-tech-summer-forum/itsf-conference/itsf-20-conference-programme>

Mary Lewis: Thanks for a great session Hannah and Rob

Geoff Hopcraft: Great session, thank you so much

Piers: Like thinking about who will hate it!

Mark Nilles: Thanks for the good discussion and useful & fun chat!

Joanna Simankowicz: Thank you Hannah :)

Adam Page: Thank You

Martin Baker: thanks Hannah :)

Caroline Singleton: Thanks very much - great session

James Deller: Super session - best yet!!

Kriti: Thank you, great session.

Wendy Arrowsmith: Thank you - good discussion

Sam: really good session

Chris: Great session and discussion folks - thank you!

paul D: thanks hannah - great session

Ann Jones: Thank you very interesting

Gaby: Excellent session thank you!

Piers: Thank you!  
Anita Page: Thanks all  
Rob Stewart: Brilliant session. Thank you.  
Carrie (@CarrieAWalton): Thanks Hannah, knowledgeable and informative as always x  
Cath: great session  
Merja AT: Thanks Hannah!  
Susana Benothing you.  
Scott: Fantastic! Thank you for devoting so much time to the Q&A!  
Piroska Down: Thank you, Hanna. Great session!  
Nick Denholm: Thanks Hannah  
Amanda Wilson: good session, lots to think about, thanks Hannah  
MaggieH: interesting session thanks - will be reading your blog :-)  
Brendan: Thanks, Hannh.  
Diane 2: Thank you :-)  
Lizzie Rhodes James: Great session thanks to Hannah and Rob for his chair role  
Fhums: Thks Hannah  
Rob Wormington: thank you!  
Jade: Thank you!!  
Martin: thank you!  
Tracy Middleton 2: thanks Hannah  
Ruth - Edinburgh University L&D: really great session, thank you  
Dave B: Thank you  
carol bates: Thanks so much  
Rachael: Thank you!  
Geraldine Nelson: Thank you  
Christine Locher: what a fab session. Lighting a fire in our hearts, and a bit further south ;-)  
Richard Price: Thank you Hannah. Great Session! :clap: :Clap:  
Jennifer J: Thank you so much!  
Claire Withers: Thank you  
Lizzie Rhodes James: What's your twitter handle rob  
Kemi: thank you both  
Brendan: Thanks, Hannah, Brendan  
Noel Read: Thanks  
Marie: Thankthank you  
Amanda: great session - thank you  
Joe M: Thanks!  
Alex: thank you take care  
Amaka Ozougwu: Thanks Hannah and Rob  
Roz: Thank you Hannah  
Nicola Lindley: Thanks great session!  
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