

LTSF20 D4S4: Designing the New Normal

Hannah Gore – Questions

Wendy Arrowsmith: I am not familiar with Flipped Classroom - how does it work and what makes it special?

Rob B:Hannah, did you consider running this session as a flipped classroom and if so, why didn't you do it?

Michael Halling: 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/>

Robin: What are the issues in 'wiping the slate clean'?

andrea Allison: It's a mixture of online lectures, online discussions video lessons and research

Michael Halling: Rob Hubbard: Flipped classroom methodology <https://drhannahgore.com/2020/06/03/the-butterfly-effect/>

David: Given the experience over the last 3 months, why do we need to go back to face to face at all?

Rachel Hanson: How can we get beyond the sticking plaster and put best practice in place in terms of blended learning?

Poonam: How do we design behavioural training in online mode?

David: clear on the why - looking for a little more how?

Nigel Paine: 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) leaned on their own

Rachel Hanson:@David yes

Scott: Difference blended vs flipped?

jason-louise graham: what are trends in the new normal

Icar Cadayong:@David - agree -I think there is no disputing that we need to change... I was hoping that we will talk about the how

jason-louise graham: practical trends

Carrie (@CarrieAWalton):How do you ensure that it's a true flipped methodology that's adopted and not just a blended? (lot of people don't understand the difference)

James Deller: My biggest challenge is digital literacy for some of my learners - any strategies to overcome this?

David: flipped is surely just an extension of pre- work...doing the input before the workshop...

Kemi: What in your opinion are the top practical 3 things that we need to do now, to prepare for 2021?

Amy B:Great question @Kemi

Sindhu: Behavioural training - Scenario based learning activities/ and assessments based on story telling videos (best practice) all make it possible. Even we can design behavioural learning with some infographics

andy wooler: There has been a lot of potentially "knee jerk" deals done to deal with the impact of Covid on training - I sense there will be "buyer regret" over the next few months and many orgs will have to revisit how they dealt with the move away from the classroom -

are you seeing this?

Rachael Mannion: Our barrier is change culture within our organisation. How to promote online / blended learning in a technologically challenged industry.

bel: what are the core principles for good learning in the new normal

claire pegg: Yes culture change to a virtual environment is a challenge - it has been so important to keep the learner engaged with different mediums, learning approaches, breakout groups, polls etc! Plus advising when the next coffee break is!!

Geraldine Nelson: Is flip a bit like coaching?

Neena Lazarus: What role does/can self-directed learning play? and how do we sell the new approaches to our employees?

Nick Denholm: What do you think are the key skills we need to be building in L&D to prepare for the new norm

C PEETERS: How to reinforce the commitment behind L&D when you want then to change 'good' practices to 'new' practices ? especially not going back to 'old' good practices ?

claire pegg: Flipped learning will assist hugely in a training to learning culture..

Poonam: What are some tips we give to a trainer who believes their ILT sessions are being driven by their skills and their storytelling. And not so much through PPT content.

claire pegg: Not just business plans, but people strategy, equality & diversity strategy etc..

jason-louise graham: do you have tools for question asking? measuring gaps?

Nick Denholm: I think empathy is a critical skill as well. So many people are going to be outside of their comfort zone in the new norm

Icar Cadayong:@Jason - we use slido for asking qs, mentimeter for gauging baseline knowledge

James Deller: Thanks for your answer, Hannah.

Karen Chambers:@Geraldine - was also thinking flip sounds more like coaching

Sheena: One of the challenges I have faced with the blended approach is that it's harder to sell even though the benefits are huge , business needs quicker tips rather than weeks of learning

Sheena: Also with the COVID crisis business leaders are a bit reluctant to invest into high potential Learning enabled technology tool

C PEETERS: Do you think F2F only is less impactful than combined remote & F2F ?

David:...but you can do a lot of this using virtual?

James Deller: We have seen an uplift in attendance on courses from the non-core sites being online

Barbara B:short (max 3 hrs) learning series work much better than 2-day classroom training

Matt James: We converted our 5 hour f2f courses (delivered in one day) to a course delivered in two separate webinars on the same day, with some time in between for self-directed learning. Senior management would like to keep this model but others disagree that it's as effective as the f2f version. What are your thoughts?

Barbara B:definitely higher application and attendance rate BUT real interactivity is required - TRAIN THE TRAINERS!

Anita Page:@ Matt James, what data could you use to demonstrate its effectiveness?

Emma: What's the optimal length of a virtual workshop? chunked down into 90min session over several days or go one whole day intense online chunked with breaks?

Kemi:@Matt who are the others... how did your learners find it?

Barbara B:and manage follow-ups to ensure knowledge is put into practice. no big efforts but attention to learners

Matt James: What do you feel is the optimum learning time in a webinar. I feel it's 90 mins max but colleagues suggest 2-3 hours is fine as long as breaks are built in like on a f2f

course.

Barbara B: 120 mins maximum with 1 break, and loads of interactivity via [menti.com](https://www.menti.com), break-up rooms etc.

Michelle Kaye: We need to consider how long anyone can sit still for a course

C PEETERS: what do you think about gamification, internal competition to drive speed and engagement ?

Barbara B: @C PEETERS: absolutely works! quiz, strategic games keep attention and makes people enthusiastic

Geraldine Nelson: What's the name of the resource?

Kathryn: What is this called again?

Emma: what is that called?

Roz: Yes, what was the name of the resource Hannah just mentioned?

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

Joanna Simankowicz: it's <https://www.mentimeter.com>

Debbie 2: Definitely recommend gamification as part of your portfolio, especially for 'dry subjects'; the competition/challenge in the design. The data will also show where further follow up development is required.

C PEETERS: how to bring the learners out of their comfort zone when they are remote ?

Joanna Simankowicz: Kahoot works great as well on virtual sessions

Roz: Thanks Joanne, thanks Nigel :)

James Deller: Kahoot is a great gamification platform for quizzes.

Emma: thank you

Barbara B: @C PEETERS: our learners are not forced to attend trainings, it is their choice. This is what we need to achieve: raise their appetite. Loads of communication, branding learning as a fascinating thing etc

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

C PEETERS: Thanks Barbara B.

Barbara B: @C PEETERS: np :-)

Debbie 2: @Barbara B - if the business does not require the individual to complete the development, why is it offered?

Barbara B: Debbie 2: we all know that skill improvement is needed and our L&D has freedom to offer how we make our people to learn. Business has its needs but also requires advice and support from L&D to ensure that the best formats of learning are used for improvement.