

## **LTSF20 D4S5: Restricted technology and budgets - no barrier to digital learning**

### **Zahra Clarke-Johnney – General chat**

Donald H Taylor 2: LTSF20: D4S5, 16 July 2020

Michelle Parry-Slater: Welcome to “Restricted technology and budgets - no barrier to digital learning” with Zahra Clarke Johnney and me, your facilitator, Michelle Parry-Slater.

Michelle Parry-Slater: We'll be starting at 13: 30 UK time.

Michelle Parry-Slater: The session will finish at 14: 15 UK time.

Michelle Parry-Slater: The hashtag for the event is #LTSF20

Michelle Parry-Slater: Our thanks go to today's sponsor, Thrive [https:](https://www.thrivelearning.com/)

[//www.thrivelearning.com/](https://www.thrivelearning.com/)

Michelle Parry-Slater: Where are you join us from?

Evan Flockhart: Suffolk, UK : -)

Mohammed Naveed: Derby in the UK east Midlands. Go Rams!

Lisa Boyle: Hello from Edinburgh

Gareth Harris: Gareth from West Wales

Kim Ellis: Hi from a sunny Huddersfield

ALan: I'm joining from Berkhamsted! ;)

JOSE G. VARGAS-HERNÁNDEZ 2: Thanks a lot. JOSÉ G. VARGAS-HERNÁNDEZ, University Center for economic and Managerial sciences, UNIVERSITY OF GUADALAJARA, MÉXICO

harrisassociates@bluewin.ch: hi from Switzerland tony

Rich Dawson: Hello from Leek in Staffordshire

Rita: and Canada

Hannah Adams 2: Hi everyone, grey Essex

Caroline Singleton: Hi all I'm from Sale in Cheshire and it's NOT raining!

Robin: On the Welsh Borders currently somewhere near Chester

John Helmer: Hi from Brighton : -)

Kat Ellis: Enjoyed yoga this morning

Michelle Parry-Slater: What other session have you joined?

Caroline Singleton: Attended most sessions )

Rich Dawson: Really enjoyed Lori's talk on The Invisible LMS last night

Mohammed Naveed: Great one with Donald today about webinars. Really enjoyed it!

Niall Gavin: Hello again everyone

James Booth: Yes - Lori's talk was interesting and sparked a lot of debate

Gareth Harris: Just been doing the twitter backchannel for Hannah Gore

Niall Gavin: Great twitter work there Gareth

Tom Pieroni: Hello all

Charlie Young: Hampshire, UK

James Booth: the variety of subject matter this week has been awesome

Sean Ryan: Hello from Dublin

Gareth Harris: Doing the backchannel again here too : )

Michelle Parry-Slater: Welcome to the session today. We will start at 13: 130 UK time.

James Booth: it has amazed me how much everyone has contributed to the learning in these sessions.

Shaun Delaney: Hello from Chatham  
Laurie: Hey from Huddersfield : )  
James Booth: all of them ;-)  
Jeeva: Hi \_ Singapore  
Michael: This is my first time, please be gentle with me...  
Mohammed Naveed: One this is missing from these webinars - picking up goodies on the way out!  
Niall Gavin: @Michael all friends here  
Mariann: Bonjour from Paris!  
James Booth: @Michael - we are a friendly bunch  
Debbie Hedley: Hello from Oxfordshire  
Carol Jamieson: Good afternoon everyone. Fed and watered and ready to go again!  
Debbie Hedley: brightening up a bit  
Debbie Hedley: still hopeful  
Aidan: Joining from the back garden - some sun in Dublin!  
Dvora: hi Dvora from Israel, looking forward to hear you.  
Arnika: Hello from London!  
Gini Thomas: Hi from sunny Singapore : )  
Jayne Davids: Hey, great to see you Michelle, Hi Zahra, from Farnham, Surrey, mixed weather today  
Gareth Brown: 21.6degrees C in Aberdeenshire today & rain/sun/clouds : -)  
Zahra Clarke-Johnney: Hi, thanks for joining : )  
Jayne Davids: Brilliant session with Mike Osborne #accessibility  
Sean Ryan: @Aiden, don't worry it won't last long  
Robin: How to deliver engaging webinars with D H Taylor - brilliant  
Carol Jamieson: Designing the new normal was interesting earlier as was Don's session on interactive and engaging webinars  
Michelle Parry-Slater: The hashtag for the event is #LTSF20  
Luke Harmer: @Robin, agree it was fantastic!  
Michelle Parry-Slater: LTSF20: D4S5, 16 July 2020  
Zahra Clarke-Johnney: I joined Don's session this morning as well, so hoping you all do find this interactive and engaging : )  
Lisa Matthew: Hello from sunny Sussex!  
Eulaine: Hello from South Africa  
Anca: Good afternoon everyone from Bracknell UK!  
Debbie: Hello from London  
Fiona Odame-Adjei: Hi Zahra, Michelle  
Dan Hewitt: Afternoon all  
Carol Rathod: Hello from Preston, Lancashire  
Jayne Davids: I met Zahra at the LT bar camp, so excited for your session today  
Shelley: Hello from Cambridge  
Sofie Martin: Hello from London : )  
Richard Price: Hi Zahra! Hi Michelle!  
Jessica Frimpong-Manso: Hey from London  
Mike Gray: howdy from Leeds  
Linda: we're all on furlough so we don't know what will be needed when we come back  
IT: Rapidly switching to virtual  
Tony Jones: Huge demand for online learning, despite a lack of investment and resources beforehand

Mohammed Zouli: hello from Morocco

Matthew: Strict IT security rules so long time to introduce new platforms

Sandi Rodman: glad to hear the project includes culture, bcs that's the biggest challenge my org has

Michelle Parry-Slater: I am sure we can all recognise this situation - projects ongoing and then suddenly lockdown

Manisha Parmar: Afternoon : )

Wendy Arrowsmith: I work for North Yorkshire County Council and we have, like Zahra, been facing the challenge of suddenly all home-working but still delivering all the services the council needs

James Booth: double the issues for Southwark

Michelle Parry-Slater: Love this image!

Kat Ellis: Yes

Yvie: yes

Manisha Parmar: Yes definitely

Dan Hewitt: Yep! (But with a cat)

Michelle Parry-Slater: Both are my reality

Helen Carroll: yes

JH: yep

Luke Harmer: A combination of both!

Fiona Odame-Adjei: Yes

Debbie Hedley: absolutely

Cara Beck: I've totally tried to work on my laptop with a dachshund on my lap!

Tom Pieroni: living at work

Shelley: Cat on the desk every 10 mins

Steve Skarratt: I don't believe a house with 2 children is ever that tidy! : o)

Lis: yes - both my reality

Aly: Can you describe the aspects of 'smart working' plse

Manisha Parmar: @steve I agree!

Wendy Arrowsmith: Poor broadband connectivity in a rural county

Hannah Adams 2: training sessions with children at home has been fun/stressful!

James Booth: lol – it's like my shed

Linda: I currently have two kittens chasing a fly round the flat...

Yvie: lol

Rich Dawson: 3.5 inch floppinessss

Michelle Parry-Slater: I am sure many public sector see this as their reality too

Mike Gray: nice joystick

Michelle Parry-Slater: And some private sector too!

Tomi Kassim: I've delivered an online Math lesson with my cat mincing past the screen, and pressing a combination of keys so that the screen orientation changed to a sideways view

Rob Hubbard: Don't get dewey-eyed Rich!

Hannah Adams 2: It's harder to switch off at home too...

James Booth: this is a good reminder of the different challenges we L&D people face

Michelle Parry-Slater: @Tomi such fun!

Manisha Parmar: I have worked from home before but not with two kids who need to be home schooled and all the other stuff

Steve Skarratt: @Tomi Brilliant!

Rich Dawson: So many memories @Rob

Nigel Paine: Who remembers Packard Bell kit

Michelle Parry-Slater: @Manisha this is why it is working at home in a pandemic, rather than working from home isn't it

Richard Price: I think I still have a computer like that in my loft!

Richard Price: Still keep finding floppy disks like that around the house!

Tomi Kassim: Lol Steve, I also just lost an Airbnb booking at the last minute (my main source of income post lockdown) because of the aforementioned cat

Charlie Young: we've had difficulties due to different organisation using different platform s  
- NHS vs University of Southampton

James Booth: wow

Steve Skarratt: @Tomi Clearly a training issue for the cat : 0)

Mike Gray: great book; [https:](https://blackwells.co.uk/bookshop/product/9781782119913?qC=5a105e8b&qclid=EAlaIQobChMI5bq73avP6glVSyBQBh3ewAZeEAQYAYABEqJV7vD_BwE)

[//blackwells.co.uk/bookshop/product/9781782119913?qC=5a105e8b&qclid=EAlaIQobChMI5bq73avP6glVSyBQBh3ewAZeEAQYAYABEqJV7vD\\_BwE](https://blackwells.co.uk/bookshop/product/9781782119913?qC=5a105e8b&qclid=EAlaIQobChMI5bq73avP6glVSyBQBh3ewAZeEAQYAYABEqJV7vD_BwE)

Tomi Kassim: yes, training

Yvie: yes - virtual classroom

Tomi Kassim: I think the guest's boyfriend is allergic to cats

Tan Frost: use of free zoom and Webex

James Booth: there are many platforms, they all have pros and cons, but, often they are designed for different purposes.

James Booth: Zoom is designed for video conferencing en masse

James Booth: Teams is designed for small groups inside the same organisation

James Booth: Connect is a structure content delivery platform

James Booth: Hangouts is real time collaboration in small groups

Charlie Young: we use skype uni prefer teams

James Booth: Webex is a mixed bag but generally disliked

James Booth: I always say find the strengths of the platform you have available and work on making the most of those

Caroline Singleton: Often the selected tool is driven by cost : (

Michael: James this is spot on. Play the hand you are dealt and allow enough time to plan properly for it

Michelle Parry-Slater: Do feel free to share your comments, stories and ideas here in the chat on how you geared people up to work at home during this pandemic.

Charlie Young: or firewalls

JH: great summary and advice James

James Booth: @caroline - especially Zoom. but, also some companies have "preferences" from internal personal investments

Sarah: We have a high proportion of tech phobic in our shops but it was part of our strategy to upskill them

Sarah: so the pandemic has helped that agenda

Wendy Arrowsmith: Yes we have had this problem in terms of accessing webinar from different devices - Adobe Connect is what we use for our training webinars but some of my colleagues have found this is not ideal for learners accessing webinar on their smart phone.

Sarah: Lucky thing, I dream of a LMS!

Hanna Oldfield: an LMS, ANY LMS would be so lovely to have

Rob Hubbard: I dream of LMSs and wake up screaming : /

Fiona Odame-Adjei: what LMS is used at Southwark Council?

Sandi Rodman: the dip is interesting

Michelle Parry-Slater: @Rob each to their own nightmares!

Hannah Adams 2: is anyone using any great lxp or lms?

Emma S: I love the wheel in the top right. Simple comms

James Booth: @wendy - I have not found any platform that creates a great experience for smartphones for content delivery. video yes, content no

Joanne Finnan: We use Cornerstone on demand for our LMS and it is an amazing portal.

Michelle Parry-Slater: @Sandi any thoughts on that - it was Easter week I think

Rich Dawson: Really similar usage curves I've seen on most of our systems, it's normalised now at a much higher level but people genuinely couldn't get enough in those first few weeeks. It was like "panis learning" to go along with the "panic-buying"

Michelle Parry-Slater: What free or low cost tools do you use?

Debbie Hedley: miro

tom t: da vinci resolve is free

Hannah Adams 2: we camtasia but it's expensive and you can't share licences

Sandi Rodman: Doodly

Sandi Rodman: Moodly

Hannah Adams 2: i movie on apple is good

tom t: and it's high level video editing

Michelle Parry-Slater: At CIPD we use Slido, Evolve

Michelle Parry-Slater: and Twitter

Sean Ryan: Some people are more confident to ask questions )and sometimes dominate meetings) where others just suffer in silence. There has to be a forum where everyone can be heard

James Booth: Sandi - I like Doodly more : -)

Niall Gavin: Pinterest

Victoria 2: we've started recording PowerPoint/voiceover and converting to video file for bitesize learning

Hannah Adams 2: we've struggled with new starters coming on board over covid period

James Booth: @Sean - we use EMOTICONS in virtual classrooms / meetings to avoid that problem

Jayne Davids: Snagit great for screen capture & quick unedited videos

Hannah Adams 2: it's hard to join a new team virtually

James Booth: instead of asking for opinion, we get a reaction with agree / disagree emoticon

Michelle Parry-Slater: I love this people angle that Southwark Council took - people first, especially affected as the virus affected colleagues

Hannah Adams 2: so important to support mental health : -)

Sarah: People who are still on furlough are struggling although we try to reassure them, it's been four months and counting

Hanna Oldfield: i started on the 23.3. and never met my team

Sean Ryan: @James - great Idea! Thanks

Victoria 2: we have licensed MIND mental wellbeing eLearning

Wendy Arrowsmith: 100% on mental health and wellbeing. We launched a Resilience Webinar (previously a half day classroom course) and it's been really popular

Julian Fletcher: I've loved working from home but appreciate others have vastly different experiences. Don't feel safe to commute into London anytime soon though especially without a wide scale track and trace system being available - not convinced it's remotely safe

Hannah Adams 2: we've used UNMIND which is great, not the opposite of MIND

Sarah: we're signed up with Retail Trust and they have some amazing resources on their portal

Hannah Adams 2: like the sound of the Resilience webinar, we've done Leading Mental health for managers

Hannah Adams 2: but need to do more for the more junior staff

Debbie: <https://www.mindsatworkmovement.com/>

Michelle Parry-Slater: @Julian are you having to face the commute any time soon? This can affect wellbeing. At CIPD we are not going back to the office until January at the earliest. I'll check with Zahra about Southwark Council

Wendy Arrowsmith: Yes @hannahadams2, Resilience Webinar is available for anyone. We have some mental health awareness training that is aimed more for line managers

Victoria 2: Roffey Inst have a very good resilience model

Helen Carroll: Lots of hangouts

Julian Fletcher: Government may try to force employees to return but there will be a massive battle with trade unions over this I expect/predict

Tom Pieroni: Personally can't wait to go back to the office. My wellbeing has certainly taken a hit being stuck in my pokey flat almost 24/7

Wendy Arrowsmith: 100% Zahra, mental health and wellbeing are not OK things to talk about on a daily basis.

Michelle Parry-Slater: Don't forget to pop your questions for Zahra in the box on the left.

Victoria 2: Roffey Park Resilience model <https://www.roffeypark.com/expertise/building-resilience/>

Wendy Arrowsmith: \* sorry - typo "are NOW OK"

Michelle Parry-Slater: @Tom a great example of how everyone is experiencing this lockdown differently.

Jayne Davids: No biscuits! ðŸ˜ƒ

Sean Ryan: You're always going to get a percentage of people who regard online learning as boring

Michelle Parry-Slater: @Wendy ;-)

Michelle Parry-Slater: @Jayne learning is all about the biscuits! But you can post those out to people

Michelle Parry-Slater: This is an honest word cloud.

Caroline Singleton: We use fudge to encourage completion : )

Jayne Davids: ðŸ˜ƒ @Michelle

Karen Lloyd]: Fudge

Karen Lloyd]: Works for me

JENNY CLIFFORD: more people willing to try

Sarah Slade: We've seen more engagement with our digital learning platform

Sarah Slade: We've also had a massive push to improve the content design and create a flexible learning experience

Victoria 2: we have been working hard to curate content to meet demand and needs

Sarah Slade: We also pulled back nearly £1m in venue/travel costs, and we've discovered a backlog of people who haven't been trained in key skills because of lack of budget

Wendy Arrowsmith: As trainers, we need to develop our skills as digital trainers as it is a whole new environment for us too!

Sandi Rodman: @Victoria 2, can you tell us more about that?

Sandi Rodman: I feel we need to do more curation

Sarah Slade: Curation is key.

Debbie: Recommended by a lot of coaches <https://try.theshrinkapp.com/>

Evan Flockhart: More people (outside of L&D) are now realising that digital learning is not just point click compliance learning.



Jade: yes training is much more accessible

Sarah Slade: This is the really exciting bit. We've just run a blended course that combined a digital only learning plan with virtual classroom/discussion sessions. It went down really well

Caroline Singleton: Revisit these sessions next week when the recordings are available.

Charlie Young: working from home has been ok but difficult with children here too, moving forward i will be working from home more so i can be home when the kids get home from school - so best of both worlds

Michelle Parry-Slater: Fab to hear @Sarah

Jayne Davids: That's great to hear Sarah

Jade: sounds fab @sarah

Peter Mitchell: a bigger toolkit will enable you to better focus on the needs of the learner and choose the right solution for the need. This is what excites me. The acceleration has not only forced us but also forced our audience to embrace it too

Michelle Parry-Slater: @Charlie I think this will be reality for many

Michelle Parry-Slater: @Peter YES!!!

Wendy Arrowsmith: @sarah - I agree, I'm enjoying the challenge of thinking about how I need to adapt the way I train to suit webinars, etc.

James Booth: @Peter - spot on

Sarah Slade: @Peter - it has certainly got people in the business thinking beyond just classroom learning.

Victoria 2: we have been working with partners, looking at free resources OpenLearn / Future Lear, TEDx, for example - testing their products, and then promoting if they meet the needs identified, there has been a wealth of learning resources released by academic, (UCL) cultural institutions (British Library)that we have QAd and promoted

Jade: @peter yes, it has highlighted the real needs and given us strong motivation to address them

Rich Dawson: Combining some analogue elements into programmes has worked well. Delivering little packages out to people who are taking part in online programmes has been very popular. The power of getting something through the post is still very strong

Sarah Slade: OpenLearn is fab. There are a variety of OER out there as well

Aliki: There is a need for remote trainer and e-learning designer upskill, on how to make entire ecosystems focused and interactive. It is very easy to get distracted online, so strategies for collaborative learning and making communities of practice alive should be looked at in more detail.

Joanne Finnan: Robust 1st line support.

Chris Hall: At Swansea University we curated this set of resources <https://salt.swan.ac.uk/resources-for-teaching/>

Victoria 2: Ill check it out @Chris ðŸ’

James Booth: typically using virtual classrooms reduces training lead times by 30%

Sarah Slade: Also...the best VCs have a presenter and a producer

James Booth: @Victoria - how did you get that thumbs up icon in your chat message?

Donald H Taylor: Sarah - absolutely

Victoria 2: window key and full stop brings icons up

Lana Newby: Thanks, this has been the best session I have attended of this conference

Aliki: @Chris this is very helpful thank you

Wendy Arrowsmith: @sarahslade - we are learning that and will be implementing this dual-trainer approach on some of our more complex and interactive webinars.

Sarah Slade: ðŸ’

Victoria 2: @James Booth ☆ðŸ™œðŸ‘€

Karen LloydJ: OOOH EMOJI

Sandi Rodman: Especially considering this pandemic could continue for quite some time, and a shift to greener working will make traveling and in-office work less attractive/feasible

James Booth: @Sarah Slade, how did you get that emoji?

Karen LloydJ: Need the short key for Mac now!

Debbie: Thank you Zahra. Inspirational

Sean Ryan: Teams App and Zoom App works on android and iOS so no need for laptops

Jade: @sarah agree it's good to hear from public sector organisations

Joanne Finnan: Great session just to share that we all face very similar challenges across sectors.

James Booth: breakouts available in Connect as well

DV: Thank you very much Zahra and Michelle- for touching our real problems during these days and sharing your experiences

Victoria 2: emoji....window key and full stop brings the emojis up ðŸ‘ ðŸ‘

Carol Rathod: thank you great session ðŸ‘

Kat Ellis: We've been collecting videos of our processes and adding them into training packages

Jayne Davids: Thank you Zahra, Michelle & everyone, great insights

Wendy Arrowsmith: Really enjoyed this session looking at those L&D challenges in the public sector

cameron: cameron thank you

James Booth: um, not for my windows : -(



Linda: ðŸ˜Š

Victoria 2: Thank you ðŸ˜Š

Victoria 2: @ James B sad face ðŸ˜ˆ

Karen LloydJ: Will have to go old school - : )

Caroline Singleton: 'ðŸ˜ˆ ðŸ˜ˆ ðŸ˜ˆ' Thanks both - great session

James Booth: @Victoria - thxs for the info, I'll look into that further, I thought it was a HTML client feature only

Sarah Slade: Fab session. Thank you Zahra

Sarah Slade: And Michelle

Rich Dawson: Great session Zahra, so much achieved in a short space of time

Joanne Finnan: Thank you Zahra

Chris Hall: thank you

Sarah: thank you

Helen Carroll: Thank you zahr very hneo

Peter Mitchell: Thank you

Aliki: thank you!

Tom Pieroni: thanks, Zahra!

Scott: Thank you both!

Debbie Hedley: many thanks for the session

Phil: Excellent presentation and session, thank you Zahra

Donald H Taylor: <https://twitter.com/ZahraCJ>

Karen LloydJ: Well done Zahra

Jade: Thank you so much!! ðŸ˜ˆ ðŸ˜ˆ ðŸ˜ˆ

Sandi Rodman: Thank you, Zahra! Best session I've attended so far!



Matthew: Thank you

Wendy Arrowsmith: Thanks so much Zahra

Jessica Frimpong-Manso: This was great! thank you

Aggie Cooper: Please can you share your slides

Amaka Ozougwu: thank you Zara

JH: Great session thank you

F Richardson: Thank you

John Helmer: Thanks for a great session!

Richard Price: Thank you Zahra and Michelle! Awesome session. Good to know we weren't alone and facing the same challenges!

Susi Miller: Thank you!

Kayleigh: Thanks : )

Hayatu Ibrahim: thank you zarah

Yetunde: Thank you

Phil: ðŸ‘

Kat Ellis: Thank you

Aggie Cooper: Thank you