

## **LTSF20 D5S1: Moving online and taking the business with you**

### **Sarah Ratcliff – General chat**

Donald H Taylor: LTSF20: D5S1, 17 July 2020

Donald H Taylor: Welcome to 'Moving online and taking the business with you' with Sarah Ratcliff and chair Nigel Paine

Donald H Taylor: We'll be starting at 8:30 UK time.

Donald H Taylor: The session will finish at 9:15 UK time.

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

Donald H Taylor: Our thanks go to today's sponsor, Cornerstone OnDemand, <https://www.cornerstoneondemand.co.uk/>

Donald H Taylor: The slides will be available to download at the end of this presentation.

Donald H Taylor: The recording, slides, chat and other supporting documents will be available from next week at: <https://www.learningtechnologies.co.uk/digitalhub.io.penton@btconnect.com:Good> morning!

Jack: good morning from sunny Yorkshire. Jack here

Donald H Taylor: Don Taylor, joining from West London

Anna Vintere: Hello from Latvia!

Donald H Taylor: Welcome from Latvia, Anna!

Mohammed Zouli: Mohamed Zouli from Morocco

Juliana: Good afternoon from Singapore!

Jacqui Bean: Morning all :) - Jacqui from sunny Reading

Donald H Taylor: Mohammed - great to have you back. I do hope that the week has been useful for you

Mohammed Zouli: it's 8,23 in Morocco

Iffaf Khan: Good morning from Isleworth

Iffaf Khan: @Donald, I loved your webinar yesterday

Donald H Taylor: Iffaf - lovely to see you back again.

Donald H Taylor: Iffaf - thank you, you're very kind

Carol Jamieson: Good morning all! Here in Epsom having porridge and coffee while we get ready

Iffaf Khan: People were calling me to meetings and I refused. I said 'Don's talking.'

Tomi Kassim: Good morning from Nigeria

Donald H Taylor: Carol - ooooh, now I'm feeling hungry

Carol Jamieson: No sugar. Pah!

Carol Jamieson: Having some raisins though

Donald H Taylor: Tomi - welcome back! I hope the week has been useful!

Carol Ann: Hello from warm Hertfordshire

Donald H Taylor: Carol - I have salt on my porridge, like a good Scot

Iffaf Khan: Special K

Carol Ann: Gluten Free Weetabix

Angela: baked oats here in Durham

Carol Jamieson: I feel I should really have a croissant as I am at a conference!

Tomi Kassim: Thankyou Donald. Yes, it has been really useful. I am trying to qualify for FHEA status, and so attending as many seminars as possible.

Donald H Taylor: Carol - yes! Brilliant

Marie Andervin: Good morning from a warm, sunny morning in Stockholm, Sweden. Eating breakfast fruit salad and coffee

Donald H Taylor: Tomi, let us know how we can support your professional development

Donald H Taylor: Sorry, team. I'll post you a croissant each

jacqueline fear: morning all from an overcast Bristol, cup of tea in hand

Tomi Kassim: thank you. Donald, do you have an email address?

Asif Channa: Morning from sunny London

Marina Vicente: Moring from cloudy Barcelona

Liz Brant: quinoa porridge with blueberries in Hampshire

Donald H Taylor: Tomi - best to reach me via LinkedIn,

<https://www.linkedin.com/in/donaldhtaylor/>

Carol Jamieson: Weekends are now avocado smash on toast to ring the changes

Helen Carroll: Morning from Cloudy Liverpool

Donald H Taylor: Marina - great to see you back!

Shaun Delaney: Hello from sunny Chatham

Maciej Czarniawski: good morning from Warsaw

Kate: Hi from London - very excited for today!

Adam Page: Morning from Sunny Brighton, UK

Marina Vicente:;) Yes! I'm ok!

elizabeth: Hi from sunny Nottinghamshire

Nathalie Brown: Morning from sunny Oxfordshire

Kate: Eating granola in the sun here!

Carol Ann: Lots of Carols

William G: Sunny in Northampton and mushrooms on sourdough

Jade Berry:@elizabeth I'm in Notts too :)

Helen Carroll: Just strong coffee

Donald H Taylor: Helen - I like that, no nonsense!

Steve 2: Weetos :)

Paul Ashworth: Morning all - lovely and sunny in Guildford, with fruit!

Virginie Chasseriau: Morning Sarah, Morning Nigel, Morning Everybody

Tomi Kassim: Thankyou Donald, I have just sent you a link request.

Kate: I never thought, of course Wimbledon missed out on those strawberries

Carol Jamieson: shame

Helen Carroll: Have really enjoyed the forums

Joyce W: Thank you for a great week and great sessions

Sam: this week's forum has been excellent! and loving it joining from home

Paul Norrington: Morning all, from sunny Yorkshire

Jacqui Bean: It's been a fantastic week.... thank you for all the sessions.... promoting real food for thought!

Donald H Taylor: Thanks everyone for the kind thoughts about the Summer Forum this week

Helen Carroll: Yes, well organised

Kate 2: Hola

Nigel Paine: morning Virginie

[harrisassociates@bluewin.ch:hi](mailto:harrisassociates@bluewin.ch:hi) from Switzerland

Dean Jamson: morning - apologies I was late in

Donald H Taylor: Welcome back Bluewin

Donald H Taylor: Dean - no worries, good to have you here!

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

Nick Denholm: Morning all, thanks for such a great week of sessions

Iffaf Khan: I did a few courses with <https://www.ideo.org/>. I'm in the middle of one now. A L&D specialist recommended this organisation

Donald H Taylor: Iffaf - for design thinking?

Iffaf Khan: Yes

Donald H Taylor: Yes, very highly thought of

Donald H Taylor: I'll save that link for the final wrap

Iffaf Khan: And building to think, thinking before prototyping

Donald H Taylor: Yes

Janet Kneller: @Sarah, as a BA in early process re-engineering project - working out how we could run workshops with groups larger than 1-2-1 with stakeholders, when we're online and can't "read the room" as we would normally do. - project can't stop - can we use online L&D techniques to help that process

Nigel Paine: The market was glutted with Strawberries Wimbledon usually gets through 3 tons a day!

Ian: Our youth achievement programme wouldn't run without the volunteers

Carol Jamieson: L&D has become the 'go to' department

Jonathan: similar experiences here

Donald H Taylor: Janet - that's fascinating. Have you succeeded with doing this online?

Donald H Taylor: If you're outside the UK, 'pin money' is a small extra bit of income

Chloe: residual income

Amaka Ozougwu: Sound's gone for me. Anyone else have that?

Jacqui Bean: Equal ops!

Heike Philp: Is this it? <https://www.annsummers.com/party-plan-home.html>

Nigel Paine: Ann Summers business is shops and personal sales through 'parties'

Donald H Taylor: Heike - that's it

Heike Philp: thx

Donald H Taylor: Amaka - sound is operating ok here.

BRENDAN: Morning all. Bit late. Apologies.

Amaka Ozougwu: Thanks Donald. I'll log off and sign back in again.

Heike Philp: what exactly do they sell?

Janet Kneller: @Donald yes and no - generally we've moved to smaller groups 2s and 3s, I think the thing we've really learnt is how important it is to have at least a two-handed team -one to facilitate, field the text chat, one to actually listen and record the output that we're there to get. Certainly, I'm still learning.. Often issue is ensuring engagement of whole group, when they've other pressing things on their screen too

Donald H Taylor: Amaka - thanks, sorry about that

Donald H Taylor: Heikie, on the Ann Summers website the phrase they describe themselves as 'a British multinational retailer company specialising in sex toys and lingerie'

Heike Philp: interesting... thanks Donald

Donald H Taylor: Like Avon and Tupperware, they sell a lot via these informal networks and parties

Steve 2:4

Paul Ashworth:2

William G:5

LK:3

Liz Brant:1

Carol Jamieson:1

Ian:~5

Victoria:3

Janet Kneller:4

Kate:4

Chrysa Kinnis:#2

BRENDAN:2

Donald H Taylor: Janet - I 1005 agree about the need to have at least 2 people, that's what I've heard from other people who have managed these sort of forums

Donald H Taylor: Janet - in the back of these events we have several people to manage chat and keep an eye on things

Nigel Paine: Janet that is so true: you need two. I am in line in the US next week in a Univ course. Lessons

Ian:5

Katherine:1

Martin Phillips:5

Nigel Paine: We have three people one just scanning the faces for engagement levels one to manage chat

Paul Norrington: Reminds me of a good quote from a webinar yesterday: "Start where you are, use what you have, Do what you can"

Donald H Taylor:|Paul - absolutely

Nigel Paine: And one to interrupt the speaker to ask questions and get breaks in the presentations

James Booth:@Nigel - in zoom I presume (scanning faces)

Nigel Paine: Yes, zoom and cameras ON

Nigel Paine: Plus, breakouts every 3 mins

Nigel Paine:30 mins

Dean Jamson: I only got the adobe connect option, not zoom - how do you integrate both?

Nigel Paine: breakpoints exist in Adobe Connect

Donald H Taylor: Dean - Nigel is talking about something else he's involved with next week

Dean Jamson: oh, ok thanks

Nigel Paine: but not with these kind of numbers

Iffaf Khan:3

Helen Peel:1

Katherine:1

Nigel Paine: Most of these products apart from Teams have breakout options  
Paul Norrington: Teams breakouts coming Q4..finally  
Donald H Taylor: Sarah is absolutely right here - we forget how tacit knowledge we have in our current ways of working.  
Liz Harris: Hi Liz Brant, long time no see!  
Donald H Taylor:.... which is why the role modelling is so important  
Nigel Paine: Yes, Paul on the way for sure: Msoft's most popular request  
Katherine:1  
Donald H Taylor: Donald H Taylor: The recording, slides, chat and other supporting documents will be available from next week at:  
<https://www.learningtechnologies.co.uk/digitalhub>  
Liz Brant: hey @lizHarris good to see you  
James Booth:@Dean Jamson, in what way do you want to integrate the tools?  
Donald H Taylor: fascinating - "It wasn't about the learning. It was about the fear of trying it. They needed to see it done first."  
Donald H Taylor:295%??? Wow  
James Booth: when I train C level people to use online for presenters - the biggest hurdle is their confidence, which requires hands on use to gain  
Nigel Paine: Profit up 295% wow!  
James Booth: amazing stats  
Heike Philp: amazing!  
Nick Denholm:@Donald, absolutely we have seen the most experienced facilitators have a fear of flying when it comes to virtual  
Donald H Taylor: nick - yes, it's a story I'm hearing very widely  
Dean Jamson: when I train the trainer on virtual deliver, I often refer to 'the inner game of tennis' where the greater challenge is not the person you face the other side of the net - it is yourself and your own habits, skills and behaviours as well as confidence etc.  
Donald H Taylor: Timothy Gallwey?  
Victoria:@Dean ðŸ‘ • ðŸ‘ •  
Jonathan: that's a nice way of looking at it Dean  
chloe:2000  
Donald H Taylor: Dean - that's a good approach to use  
James Booth:@Dean - great game reference :-)  
Liz Brant: which platform for onboarding?  
Liz Brant:... and social learning @sarah  
Heike Philp: oh, this is soooo fascinating, thank you so much for sharing  
Donald H Taylor: Thanks, Liz - Nigel will ask shortly  
Donald H Taylor: We're coming up to Q&A soon, so if you have any questions, please get ready to ask!  
Nick Denholm:@Dean - I like that, to take it further it's a bit like moving from playing in front of a crowd to playing behind closed doors. You still have the skills for the game but need to adapt them to a different environment  
Donald H Taylor: Heike - agreed!  
Liz Brant: thanks Don  
Iffaf Khan: Did you all know that Heike is a conference organiser?  
James Booth: positive peer pressure / FOMO of virtual attendance, great to hear  
Heike Philp: oh, my word! (lovely to see you Iffaf)

Dean Jamson: Nick - yes that's an avenue we also use. It's about breaking down the barriers and understanding self too.

Iffaf Khan: Heike, sadly I'm now managing and not teaching

Heike Philp: role modelling a sales talk - with a cap indicating the change, you truly are unique

Chloe: Sounds like you are incredible asset to them and full of hands on ideas...very inspiring!

Donald H Taylor: Heike - yes, I don't think Sarah realises just how good she is

Heike Philp: echo that

Helen Carroll: So, motivating and Nigel

James Booth: You should be proud!

Heike Philp: big round of applause Sarah

Kate 2: Brilliant results, brilliant story - pure inspo!

Victoria: Thanks Sarah - amazing impact ☆ღŸŽ‰

Jacqui Bean: Great session & case study demonstrating real life success - thank you Sarah :)

Kate: A really inspiring session thank you so much Sarah - a great start to the day!

Carol Jamieson: Can you use Facebook to store training as well as deliver sessions?

Liz Harris: I'm loving the shift of perception from L&D being a 'cost centre' or overhead

BRENDAN: Fantastic results...in a serious situation. The lifeboat scenario is a great one! Well done.

Nick Denholm: Very impressive case study Sarah, thanks for sharing

Donald H Taylor: 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>

James Booth: my wife is part of the NHS track and trace "team", they have organised their own Facebook groups to share knowledge due to lack of anything from the centre to answer questions

Donald H Taylor: Our thanks go to today's sponsor, Cornerstone OnDemand, <https://www.cornerstoneondemand.co.uk/>

Jade Berry: Thank you Sarah really interesting to hear how you managed this challenge!

Iffaf Khan: @James, that's so interesting. It would be good to know how successful that has been, and about data protection issues

Nigel Paine: Such a good point James taking ownership

James Booth: Iffaf Kha - they did it themselves, so, no data protection issues as nobody talks about patients, just how to use their own systems

Jonathan: thanks very much Sarah!

Paul Ashworth: Thank you Sarah. Very informative, with some great lessons.

Heike Philp: thank you, thank you, thank you

Toby Pratt: Thank you

Marina Vicente: Thanks Sarah!

Heike Philp: very encouraging

James Booth: FANTASTIC STORY and talk Sarah

Hermann: great presentation, many thanks, Sarah

Joyce W: Well done Sarah

Virginie Chassériau: Thank you Sarah, what a success! Very inspiring.  
Teresa: Very inspiring session - thank you  
aisling Milton: very inspiring, thank you  
Katherine: Thanks for a great session  
Liz Harris: You are a wonderful ambassador for the L&D community!  
Liz Brant: thank you Sarah. great session.  
Heike Philp: big round of applause  
Sam: thank you for this session. really got me thinking  
Carol Ann: Fabulous Sarah  
William G: Thanks for your time, have a lovely weekend!  
BRENDAN: Bi Bi everyone and lots of clapping from this end.  
Charlie: 🙌 • 🙌 •  
Rebecca: thank you Sarah  
Martin Phillips: Really appreciated the insight  
Carol Jamieson: Thanks Sarah. This has been the most useful session for me. Am  
off to explore how to use Facebook for my team  
Janet Kneller: Thanks so much!  
Amaka Ozougwu: thanks Sarah. Very inspiring case study.  
rob: thank you  
Heike Philp: 🙌 • 🙌 • 🙌 • 🙌 • 🙌 • 🙌 • 🙌 • 🙌 • 🙌 •  
james porter: Thanks Sarah - a lot of food for thought there  
Madhu: Thank you  
Mohamed Tageldin: thanks a lot very inspiring  
James Booth: best l&d impact story of 2020 for me