

## LTSF20 D2S2: After launch – how do you maintain engagement?

### Sunder Ramachandran – Questions

C PEETERS: Did you engage your learning local teams by Dragon Den's and/or similar Best Practices contest?

Sean Ryan: @Neena, this is very helpful, much appreciated. Glad to know someone else has experienced this issue :-)

Chris: Interesting observation about 'community support'; I'm wondering if this is because we have an 'expert audience' here or part of the natural progression that comes with more of us being engaged in this type of collaborative learning?

jacqueline Dennis: What processes do you have in place to make sure you are meeting the expectation of those using the platform - how do you involve the end user?

carole talbot: Launching a new platform to drive a learning in workflow culture. Very new so at the initial stages trying to get a handle on size and roles for the core team. Appreciate that it's a journey...

James Booth: This chat box has been archived, your input has NOT been lost and will be available via the recording on the Learning Technologies Digital Hub next week

Lisa Matthew: I work for a health and social care charity

Emma W: Martin - I work for a number of charities in Essex

Alicia: Hi everyone, I work for Citizens Advice and we have recently launched a brand new platform

Debbie Webb: Health and social care charity

Martin Baker: Alicia, isn't it Docebo?

James Booth: We have a box to the left, under the slides which is to collect all your questions for Sundar.

Nigel Paine: Tristan I have logged that Question: the answer may be all of the above! It depends on the circumstances, the tech you have already available

Carol Ann: Yes, the CA platform is Docebo

Emma W: Nigel, can you mute please? I'm getting slightly distracted by your typing sounds

James Booth: it allows the chat and questions to be kept separate for ease of use for everyone

Nigel Paine: Emma W sorry!

Nigel Paine: Is that better?

Emma W: No worries, thank you!

Emma W: Much better

Vicky Johnson: My company has just launched a new platform and been really good with

communicating it and promoting it. But don't think they are using it to its full advantage and we aren't really evaluating training after it has been released to see where we can improve.

Linda: No slides showing

Vicky Johnson: I can see slides

Suresh Kumar DN: Linda... I am able to see the slides

Uzma: hmm, me too

Mihaela: I can see the slides too

Paul Ashworth: I can see slides ok

Vicky Johnson: getabstract has great content and great variety on ways to learn

Emma W: Linda, are you using the app? In a session yesterday, people who were viewing on browser weren't having as good an experience as those using the app

Vicky Johnson: Another company to consider is filtered where off the shelf/curated content can be held. It's like the Netflix of learning. Really good team as well!

Iffaf Khan: @Diane Adam, here at the Marine Society, we have successfully engaged the cadets through our Maths and English. This was done through social media

michael halling: Create playlists

Michelle: How did you do this layer, as we use SAP and it's not great for learning. Thank you

Vicky Johnson: I think it depends on the type of learner

Vicky Johnson: on how you deliver the training

Chris: @Linda - have you downloaded Adobe Connect?

Diane Adam: Hi Iffaf. Are you able to monitor when they log on and for how long?

Sean Ryan: for Systems training I use interrace walk throughs with a Show me, try me, Test me format

Iffaf Khan: @Diane, yes. We have social media on our own LMS

Sean Ryan: I find this a better format than vide alone

Diane Adam: Thanks Iffaf : -) Which social media do you use?

Iffaf Khan: They love Facebook but we have our own, closed pages @Diane

Nigel Paine: Can anyone help Louise: Any tips for encouraging a construction workforce to remain engaged through a development programme?

Tracey Hamnett (BT L&D): workplace is great although getting people to use it has been a struggle

Teresa Rose: @Nigel - co create with them is my answer to Louise

B hemelryk: I think you need Work Zone as part of success factors if you want this type of functionality in SuccessFactors - Work Zone is an additional cost as I understand

Mike Collins: I can't get over the Facebook data issue or ethics that sit around the umbrella org and I appreciate they will be different entities but it's a sticking point for me

Vicky Johnson: Nigel/Louise, development really needs to be 'sponsored' by the leaders. And also, communication, possibly a forum for the group to discuss. Depending on the type of learning, maybe consider gamification to add a competitive side

Mike Collins: irrelevant of value the tool can add or features - it feels important to me but I might be alone in this

Nigel Paine: Can you help Diane? " How can you engage 16 year old motor vehicle apprentices to engage with improving their maths and English?"

Emma W: Mike, our team members have raised similar concerns and so we've not gone ahead with Facebook Workplace

Keith Colvin: Louise use the remit of what's in for me? make the content making content relevant to individuals not just job roles

Louise Mackenzie: Thanks Nigel. We've introduced internal Covid 19 and mandatory training to encourage use in addition to performance management but as they're on site they don't feel as connected (in the main). Thanks Vicky.

Vicky Johnson: Nigel/Diane for 16-year olds - probably gamification is the best bet!!

Andy Wooler: @Mike collins - many IT security folks won't allow use of Workplace by FB

Carol Ann: 16-year olds love games

Diane Adam: Great ideas! Many thanks: -)

Emma W: Does anyone use LearnDash on Wordpress?

Martin Baker: for 16 yr olds..... think YouTube.... how are they learning at home..... videos

Amy: For Louise - I think make the eLearning as relevant as possible to how they can use it in their lives and not just theory focused. More activities and less listening

Diane Adam: Yes Martin, use YouTube videos in my e learning virtual classes

Isaac: I think a lot of people resort to gamification because they struggle to make the content engaging in the first place. 16-year olds tend to be a little more mature than you think but they won't do something I they don't see the value. The trick is making them relate why the content is important to them personally

Vicky Johnson: Martin raises a good point, bitesize learning as well, they seem to like things getting to the point as quickly as possible (think tiktok)

Iffaf Khan: @Isaac, I'm with you on that.

Isaac: @Vicky I think we all want things to be to the point!

Trina: @Isaac - Spot on

Uzma: @ Louise and Diane this might help: <https://www.et-foundation.co.uk/>

Julie Wedgwood: @Diane - move the application of maths in to their motor vehicle classes, show how it applied in that context . You will need to get the maths and motor vehicle tutors to work together but it will benefit them both.

Teresa Rose: @Diane in the early 2000's I worked on Playing for Success - this was a focus on literacy and numeracy for kids that were falling behind. The sessions were using tech and built around football and other sport. They were delivered at key sporting venues, but the concept could be easily transferable to Apprenticeships

Uzma: post 16 learner for maths and English

Diane Adam: This is fantastic! Many thanks : -))

Vicky Johnson: Isaac, greed!

Uzma: I would adapt the maths and English to your content from what they need to know

Teresa Rose: @Julie +1 - this was the focus and worked well when I worked in education

James Trew: "How can you engage 16 year old motor vehicle apprentices to engage with improving their maths and English?" : - can you pick a 16 year old who is doing well in this area and find out how they work, find out what methods they use, and use them as a key promoter?

Diane Adam: They need to pass Functional Skills English and maths exams.

Diane Adam: Sorry....'need'

Julie Wedgwood: Teresa Rose: Same for me. If the tutors can work together it's amazing how students struggling with basic skills can benefit

Teresa Rose: @Diane - a diagnostic tool if you have access would also be beneficial. And anything that has an adaptive approach

Keith Colvin: vehicle apprenticeships have you thought about approaching an F1 team to share how they use maths in their roles

Diane Adam: @Teresa. Use BKSBS for diags

Vicky Johnson: Degreed is another good platform (even though you would still need an LMS to hold internal training) but it brings all training (off the shelf training and internal training) together. And it also has a social side to it where you can follow people and share learning with others

Carol Ann: Good idea Keith

Karen Chambers: @Keith Colvin - nice suggestion about F1 - make it relevant...and exciting

Diane Adam: @Keith. Another great idea!

Julie Wedgwood: @ Dianne, have you looked at the Aptem platform? From my experience it was good at engaging students with Functional skills development

Diane Adam: @Julie. Have made a note of Aptem. Thank you!

Suresh Kumar DN: @Sunder, good to hear your comprehensive learning strategy across GSK

Teresa Rose: @Diane - here's what the approach was <http://eurolocal.info/project/playing-success-innovative-project-improve-learning-performance>

Diane Adam: @Sunder. KPI dashboard. Excellent idea!!

Daniel Aagaard: Can we see the slide with the dashboard again?

Mike Collins: Good to know it's not just me : )

Laura Watkin: I intend to go back into the recording of this session to view slides again

Emma W: In the session I was in yesterday, we were able to download the slides at the end of the session

Mike Collins: Was going to say it's more a mindset and behavioural approach to community manager than specific job title

Laura Watkin: That's good to know, thanks Emma W

Andy Wooler: @mike collins knows his stuff on community matters

Alison C: Like that Sunder, "storytelling on an ongoing basis"

Anderson: Good ideas and advice Sunder!

Matt: Thank you very interesting.

Suresh Kumar DN: Great session Sunder

Mike Collins: @Andy well I know a bit but always learning : )

Debbie Webb: thank you

Hayley Maisey: There's real value in collaborating with internal marketing teams to avail of their knowledge and experience. Many parallels here with marketing strategies from learner archetypes/customer personas, content strategy/storytelling, 'client advocacy', measurement etc

Diane Adam: Inspiring! Thank you!!

Hayley Maisey: Thank you Sunder : )

aly: Excellent, clear, well-structured presentation, very informative. Thank you Sunder.

Ima: Excellent advice. Thank you so much. About to launch our EPSS. very helpful

Helen Peel: A really informative and useful session. Lots to think about. Thank you

B hemelryk: great session - thank you Sunder

Adam Page: Some great ideas/ tips, thank you Sunder

Paul Ashworth: Thank you Sunder. Very informative

Cosmina Coman\_Learning Pro: Great session and insights! Thank you, Sunder!

Viv Cole: @Sunder great job : )

Carol Ann: Excellent session

Isla Cummins: Thanks Sunder

Uzma: Sunder that was all quite clear and flowed nicely. easy follow. Thankyou.

Uzma: \*to

Anna: Really interesting webinar, I've taken a lot away from this, thank you

Elena O: excellent session thank you, will we be able to have a recording of it?

Diana Vesa: Very clear- thanks a lot @Sunder: keep a part constant and another one flexible supported by people in the regions

Martin Baker: We have User generated Content within our charity consortium. It is self-moderated by the audience

LK: brilliant session

Kim Ellis: Fab tips, thank you

a Tiger Bear: really good Sunder - thank you

Iffaf Khan: @Martin, I went to your first coffee morning. It was a lot of fun

Louise Mackenzie: Really great session Sunder and from all involved too - thank you.

LT Marketing: @Elena, yes the recording will be available on the Learning Technologies Digital Hub next week.

Di A: Great session - thank you

Valerie Merrill: Excellent session, thank you Sunder

Victoria Visser: THANKS A LOT, dear Sunder, very inspiring and enlightening : )  
Kirsty: Thanks, Sunder - this was really interesting.  
Laura Bignell: Fascinating thank you.....  
Uzma: Thanks for that question Nigel.  
Anita Page: Thanks all  
Anna 2: great session, thank you for sharing your experience & thoughts  
Padma Rao: Thank you, Sunder  
Gini Thomas: Good Session Sunder! Thanks!  
Martin Baker: Iffaf : )  
Karen Chambers: Like the idea of curation collaboration  
Shailesh Rau: Superb talk Sunder. Cheers. Loved the concept of dashboarding on tracking.  
carole talbot: Excellent session. Thank you  
james poletylo: keep eyes and ears open and keep curious great advice  
Debbie D: thank you for sharing your thoughts really interesting as a content manager  
Hermann: Thanks a lot for this excellent session. Just great!  
Debbie Hedley: many thanks - great presentation  
Alison C: Many thanks  
Linda: Great session - thanks. (I'd a bit of a problem with the slides. I could only see them sometimes.)  
Gemma 2: Fantastic presentation. Thank you Sunder!  
jessie: please show dashboard again!  
Rob Stewart: Thanks Sunder. That was excellent : )  
Anderson: much appreciated Sunder - you are a very clear logical thinker!  
james poletylo: linda are you on the app or web?  
Andy Wooler: Excellent session Sunder, thanks!  
Karen Chambers: Thank you Sunder for an interesting session. Loved the chats too.  
Louise 2: Thought provoking session - Thank you Sunder  
Martin Baker: Thanks Sunder..... : )  
Laura 2: Thanks Sunder, really interesting session looking at the different stages.  
Diana Vesa: Maybe clustering of all the input would be an idea in order to make it easier to "digest): -)  
Janet Shockness: Awesome, informative presentation, Sunder.  
Rachel Blyth: Great session, so much helpful info, thank you!  
Trina: This has been a great session, thank you Sunder and Nigel. Also, a big thanks to all participants for good discussions. Thank you!  
Suresh Kumar DN: That's the right strategy with focus is being on proficiency & competency than just done for reports sake  
N Gurr: Thank you very much  
Natalie Ann: Thanks Sunder and Nigel, excellent session : )  
Uzma: Very informative Sunder. Bravo  
Jennie: Thanks!  
Emma W: Thanks everyone - really useful session  
Valerie Merrill: thank you again  
Uzma: Thanks Nigel  
Andrew Edwards: Thank you very much  
James Booth: 400 people  
Fionahuddersfield: Thanks!  
Martin Baker: great example of delegate participation  
Alison: Thank you for a really clear and informative session - excellent!  
Keith Colvin: Thanks  
Kathryn: Brilliant - Thank you Sunder !  
tuuli: Thank you!  
Neena Lazarus: Fantastic session - thank you so much!

sharon: thank you very much for sharing!  
Sean Ryan: Thanks you  
Elly: Thanks, Suner. Really interesting.  
Emma S: thank you  
Maria Mangor: It was great  
Diana Vesa: Excellent  
Sarah 2: thanks all, great session  
abi: thank you  
Shailendra Nigam: Thank you Sunder.  
Ima: Really helpful appreciate it  
Lesley: Thanks!  
Neil: Great session....truly helpful and engaging Sundar!  
Gerdur Petursdottir: Thank you very interesting  
Suresh Kumar DN: Great session and loads of engagement  
D Calbraith: Thank you Sunder  
Cheryl: that you really interesting  
Marilyne: thank you, bye  
Anca: Than you Sunder for the presentation! very useful!  
Heather: Thanks for the great session!  
tommag: Thank you  
Sarah Mumford: Excellent session - Very grateful for being so open and passionate!  
Fred W: that was a stunningly good session...  
Szilvia orsos: Thank you, very informative  
Amy: Thank you ! : )  
Lisa: Thank you, very interesting  
Shailendra Nigam: for such informative session.  
C PEETERS: well done sunder !!!!  
Bruce Harley: Thank you - excellent content delivery and moderating - thank you Sundar,  
Nigel  
Elena O: great facilitator Nigel too!  
Sarah Eyles: Thank you  
Giles: Thanks  
Alison C: Best session I've attended so far.  
Cosmina Coman\_Learning Pro: Bye from Bucharest, Romania!  
Nicola Lindley: Thank you  
Debbie Reader: Thank you  
Hayley Maisey: Thanks again : )  
Scott: Thank you both so much! Really helpful to understand how to maintain having gotten virtual up and running!  
Marina Vicente: thanks, excellent presentation  
Shailendra Nigam: Thank you Nigel  
Mia: thank you so much! so interesting and very useful as we are launching our new lxp in the next couple of weeks : ) perfect timing!  
Kevin R: TY, excellent session  
Gary Pyke: Thanks  
Emma 3: Thank you  
Brendan: Thanks everyone  
Donna: Did I miss it? Hoping my timing is right?