

REVOLUTIONISE YOUR L&D



How to leverage your learning assets and technology to deliver a more immersive, effective, and efficient eLearning program

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01 THE CURRENT LEARNING ENVIRONMENT

With the demand to meet your workforce learning and development requirements in an ever-changing business and with increased flexible working arrangements, organisations are having to transition their learning online.

However, the overall quality of learning solutions to support the modern workforce and the ongoing issue of digital learning fatigue highlights the need for a more human-centred learning approach. Simply implementing a learning portal (in the form of a Learning Management System - LMS) is not enough. Learning technology must be leveraged to deliver more immersive, effective, and efficient learning to grow skills and capability by adopting an approach centred around adaptive learning, workflow learning, and social and collaborative learning.

According to the Digital Learning: Realities 2020 | Fosway Group report, only 45% believe their learning platforms are fit for the modern workforce, with 1 in 4 L&D teams providing more than a basic level of personalisation.

Furthermore, 48% of L&D teams significantly changed their L&D approach to support a hybrid workforce, and 42% of L&D teams recognised that Digital Learning Fatigue is more of a problem.



02

WHAT CAUSES eLEARNING FATIGUE?

In today's remote working environment, learning fatigue is caused by a combination of factors:

Training time:

Juggling training while simultaneously managing remote workloads can enhance the stress on employees who are already feeling overwhelmed. Often training involves lengthy curriculums and prolonged completion timelines.

Perceived Value:

If there is no perceived value in the training, employees will see it as a waste of time and become demotivated. Traditional training approaches can have a negative effect, particularly when employees are required to undertake annual training courses, such as compliance, which simply repeats the previous year's materials and feels like a 'check-box' exercise.

Lack of personalisation:

The traditional training approach of 'one-size-fits-all' was aimed at providing training on a large scale and did not consider individual needs. It lacks the ability to adjust to the needs of the individual learner and therefore works against engaged learning.

Training effectiveness:

Tracking training completion and test scores only tells half a story. It doesn't reveal if the employee has gained any additional knowledge or skills and can leave the employee demotivated if they still have gaps after completing the course.

Learning on demand:

Employees need to access learning when they need it. An understandable cause for learning fatigue is when employees must wait for learning to provide the answers.



STRATEGIES TO DELIVERING EFFECTIVE LEARNING



A FACILITATE WORKFLOW LEARNING

Workflow learning, or learning in the flow of work, aids an employee in doing their job without interrupting their workday. They 'learn in the moment', and unlike formal training, the goal is to make learning a part of work instead of a separate task in an employee's day. A workflow learning approach first analyses the workflow itself, identifying tasks, what employees need to know to accomplish the task, and the resources they need to access.

Learning assets will help your employees adapt to new or unfamiliar scenarios with minimal disruption to their workflows without having to stop for additional training. This approach will most likely remove the need for face-to-face training but can be reinforced with online Instructor Led Training (ILT) through a blended learning approach.

The key to workflow learning is to keep these assets organised and accessible so your employees can use them and learn from them.

A Learning Management System (LMS) provides your L&D team with an effective platform to create, store, and share workflow learning assets, which can be written, visual or auditory. When digital, it makes the guides interactive and helps with the user experience.



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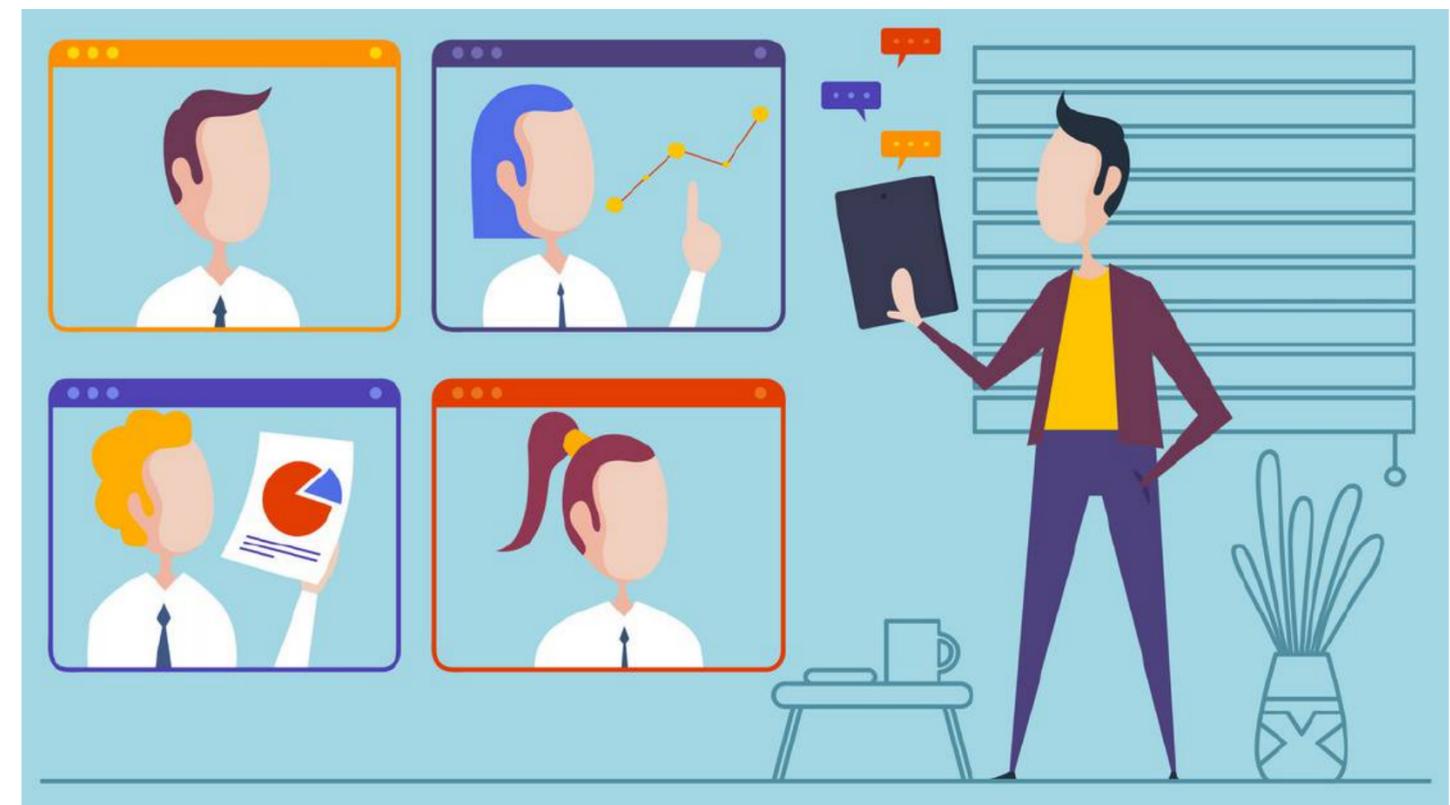
ENCOURAGE AND SUPPORT SOCIAL AND COLLABORATIVE LEARNING

This approach enables individual employees to share knowledge and interact with one another. In a collaborative atmosphere or a workplace, knowledge is disseminated through informal social networks in the workplace, enabling social learning.

Managers and businesses can leverage social and collaborative learning platforms to enhance the learning experience as users learn from and with others. It can help teams arrive at solutions faster by dividing and delegating tasks and involving multiple viewpoints. Additionally, collaborative learning can also foster a stronger workplace community, which can be especially beneficial when remote and hybrid working policies are in play.

Social learning in the workplace plays a big part in a collaborative eLearning environment.

The increased use of workplace collaboration tools, such as remote interactions, video conferencing and instant messaging, reduces the learning cycle time and dependence on traditional learning modes.



A GOOD LEARNING PLATFORM WILL ENABLE YOU TO:

-  Blend your learning environment with the ability to set up, manage and deliver Instructor Led Training (ILT) sessions and create interactive learning opportunities. Involve your learners with live webinars to **boost retention with increased participation**.
-  Open up the conversation, **transfer knowledge** from the top down, and **break down skills silos** by pooling your people's expertise with interactive tools such as discussion boards and direct messaging.
-  Foster a healthy sense of competition and **incentivise the learning experience** with gamification. Reward and track learner progress with badges, trophies, and a leaderboard.





ADOPT A HUMAN-CENTRED LEARNING APPROACH

This approach considers empathy, care, and a deep understanding of the learners' needs and roles when designing courses and learning materials.

Pull learning is a human-centred choice and provides an engaging and valuable experience. It relies on the learner taking the initiative and making good choices, characteristics that are consistent with the concept of a self-directed learner. A pull approach works best when the individual learner is self-motivated to acquire new knowledge and skills and to apply them in a way that leads to on-the-job change.

Adopting a human-centred learning approach recognises that learners have a limited amount of attention and energy to spend on learning. It encourages them to focus on understanding and practising new materials, not struggling to find time for learning, prioritising extraneous details, or trying to figure out a new app.



IN DEVELOPING L&D MATERIALS, IT IS IMPERATIVE TO REMEMBER THAT EDUCATION AND TRAINING IS NOT SIMPLY THE TRANSFER OF INFORMATION

THEREFORE, IN CREATING A PULL LEARNING CONTENT, IT IS IMPORTANT TO:

Focus on resources people use at the point of need, including job aids such as quick start guides and checklists. These resources can use the same mix of video, infographics, text, images etc., that comprise a traditional course but enable learners to design their own journey.

Make resources easily accessible, so learners can quickly and easily find the resources they need. Again, an LMS provides an excellent platform for this.

Provide learning content in 'bite-size' pieces. A microlearning approach delivers content in small learning units or short-term learning activities, utilising various mediums, including images, text, videos and quizzes.

Make learning objectives clear. This will engage the learner at the outset, knowing what new knowledge or skills they will gain by completing the course or module.

Understand what data you need to track success. Scorm tracking provides data and insights into your eLearning program, but it is important to know from the outset what tracking and analytics you will require to measure success.

Review learning and gain feedback. A pull strategy is all about having the correct information available immediately, and only your employees engaging with the training can provide you with that real insight.





DEPLOY ADAPTIVE LEARNING

Rather than providing a 'one-size-fits-all' learning approach, consider the unique learning needs of your individual employees. Utilise technology and data to deliver a customised learning experience that is intelligently adapted to their learning needs and should provide much better results. For example, just-in-time feedback, pathways, and resources.

Utilise technology and data to deliver a customised learning experience.

Intuitive adaptive learning platforms use data that is continually gathered when an individual interacts with any available learning content and can determine which learning activities, delivered by which medium and in what sequence, will help to improve the employees learning.



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ADOPT A LEARNING MANAGEMENT SYSTEM (LMS)

Implementing a digital Learning Management System (LMS) is a practical first step to addressing an organisation's L&D requirements and implementing an effective, agile and future-proofed eLearning program.

An LMS is a powerful tool for increasing the efficiency of learning. Unlike traditional training methods that offer the same level of content to learners regardless of their level, an LMS has powerful tools and capabilities to address both the needs of the individual employee whilst supporting the overall learning culture of your organisation.

A recent Forrester report states, "The time it takes to close a skills gap through traditional training has increased by more than ten times in the past four years, jumping from three days to 36."

Having the right learning platform as part of a strategic organisational learning strategy is now vital for future success



B

DEVELOP OR ACQUIRE eLEARNING ASSETS

Having a Learning Management System (LMS) is just the start. To ensure that the learning delivery is successful, you need to engage your learners through appealing and appropriate content.

Developing and setting up a company's digital learning content involves understanding learning approaches and a company's requirements.

To achieve your organisation's eLearning goals, content is king! The content you present needs to be engaging, informative, and interactive and will determine the efficacy of an eLearning course. The more relevant, engaging, and interactive your course is, the higher its efficacy

You can use and develop many types of training content to make your eLearning program successful. These include digital courses, podcasts, webinars, quizzes, video courses, eBooks and articles, VR and Conversation simulations and screencasts.

In addition to developing your own learning content, a wide variety of course providers offer off-the-shelf and bespoke content, and LMS platform providers have their own library of courses that subscribers can take advantage of.



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SUPPORT & MAINTAIN YOUR LMS PLATFORM FOR FUTURE SUCCESS

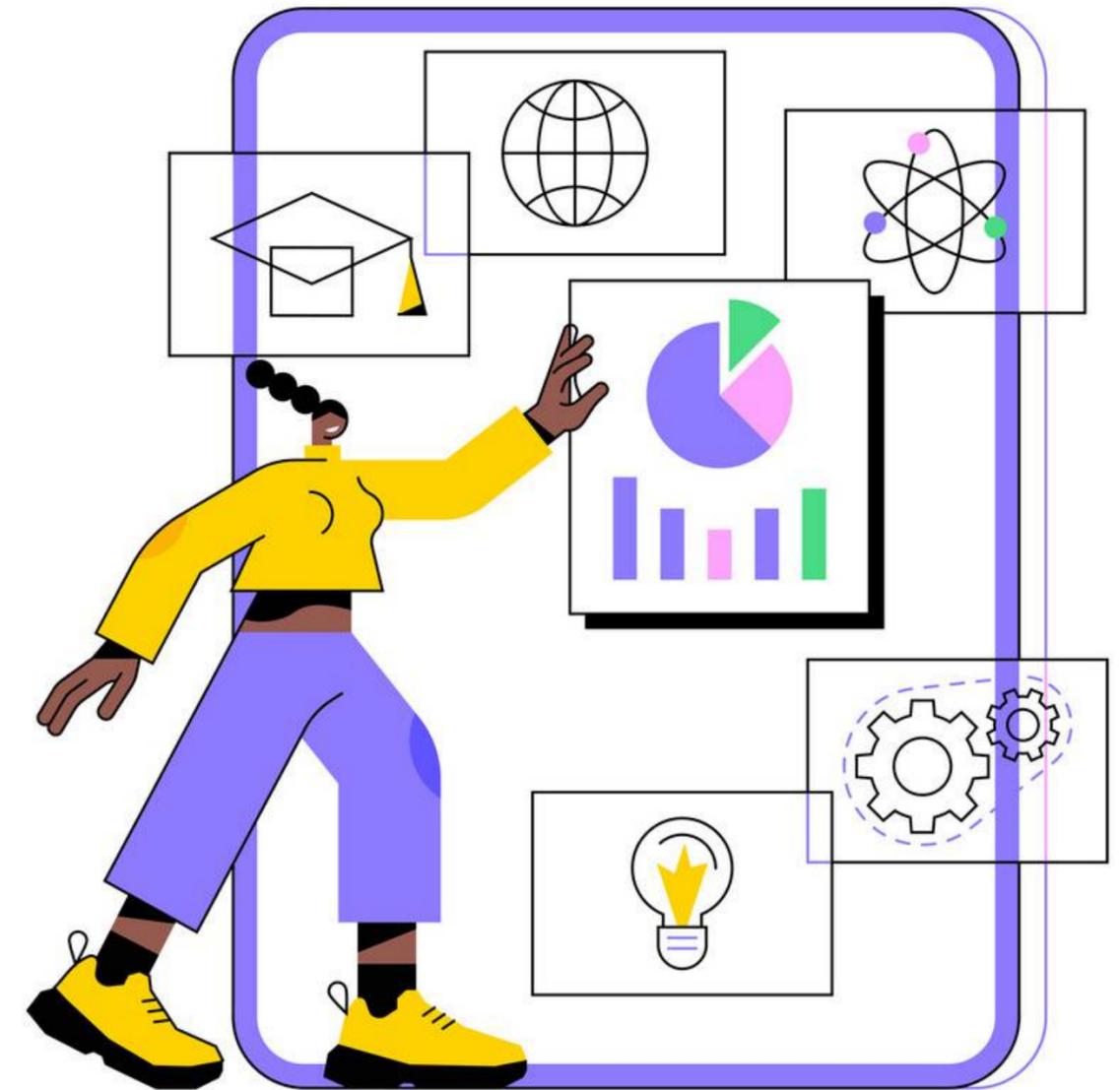
The key to a successful eLearning program relies on the ongoing and consistent management of your eLearning platform.

You may have successfully implemented a user-friendly LMS with all the features you need for your people's learning needs, with a learning platform packed with great and relevant content, but you can't stop there! To ensure ongoing success, you must continue to manage your eLearning program daily beyond the initial implementation and launch.

Learning Management Systems do provide automations and processes that simplify the platform's administration; however, this doesn't mean that the LMS can be left to run itself indefinitely.

Why do some eLearning programs fail?

- Lack of promotion of the LMS to the user base after implementation,
- a stagnant LMS course catalogue (where new courses are not introduced regularly and important courses are not kept up to date), and
- a lack of monitoring activity on the platform, resulting in learners not being held accountable for the non-completion of courses.





SUPPORT & MAINTAIN YOUR LMS PLATFORM FOR FUTURE SUCCESS

How do you ensure your eLearning program is successful?

Certain aspects of your LMS need to be handled more actively to ensure success, including:

- Providing a point of contact and method of communication for end-user support
- Uploading, deployment and mapping of updated and new course content
- Monitoring course success rates and taking appropriate actions based on these
- Management of mandatory course completions to ensure compliance
- Providing the many necessary reports for your management team

Therefore, it is essential that you have the capacity to handle these aspects of LMS management, whether in-house or outsourced.



05

SUMMARY

TUGELA PEOPLE PROVIDE A COMPLETE SOLUTION FOR YOUR eLEARNING NEEDS

Identifying and selecting the right LMS

With our expert systems, industry knowledge, and experience, Tugela People will work in partnership with you to identify a solution that meets your requirements.

As an LMS solution, Tugela People offers TalentLMS – an all-in-one, feature-rich remote learning solution that's ideal for organisations of any size - regardless of industry and geographic location,

Configuration, set-up and ongoing support of your LMS

Tugela People can provide a complete support service for your eLearning program. Services include configuration, system set-up, and ongoing support of your LMS.

Maintaining and deploying new eLearning Materials

Additionally, our comprehensive and extensive eLearning service will assist you in converting existing learning materials or producing bespoke content that delivers on your desired outcomes and helps you to achieve your company goals

System Integration

Want to enhance your system capabilities? Tugela People also provides a bespoke integration of TalentLMS and other Learning Management Systems (over and above the native integrations already offered) with your HRIS through our system integration service.



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