

2018 ATD KC Excellence in Practice

Learning Technologies

Training Umbrella—Tech Tuesdays

Challenge	Action	Result
<p>The American Academy of Family Physicians (AAFP) approached Training Umbrella with a technical training need. They had a challenge finding a time when a key group of people could all be on site for training. In addition, there was a wide variety of needs/wants so it seemed like a waste to have them in class ALL day if they only wanted to learn a few skills/tips.</p> <p>The AAFP has an ongoing Staff Development/Learning program called GO (Growth Opportunities). Each year approximately 67% of staff participate in one or more learning events. Most of these are live onsite courses focusing on business/interpersonal skills. Desktop application training had been predominantly delivered via online courses through the Academy LMS and Lynda.com. In addition to Level 1 surveys conducted after each learning event, the Academy conducts regular surveys of staff on training satisfaction and training needs. In the 2016 survey and follow up research, the Academy discovered that a significant number of staff were dissatisfied with the online learning options for desktop applications (Excel, Word, PowerPoint, Outlook). This was evident in the participation rates (less than 3% of staff enrolled in the online learning options, and more than 50% of those did not complete the courses). In addition, survey results, staff interviews and requests from key divisions in the Academy indicated a desire and preference for more live courses.</p>	<p>Rather than a full day class, we considered a series - perhaps every week or every other week on location at AAFP. Each week would be a 90 minute session that would focus on just a few tasks - in Excel, PowerPoint and Word.</p> <p>For example:</p> <ul style="list-style-type: none"> • Working with tables • Mail merge from Excel to Word • Importing media into PowerPoint <p>The Biennial Work Environment Survey indicated a decline in satisfaction and a gap in the category “Opportunity to learn new skills and grow.” Comments included a desire to have classes with live facilitators to be able to ask questions. We made a commitment to explore additional programs to increase key skill development opportunities. Additional gap analysis was conducted by Jeff Light, Training and Organizational Development Strategist for the Academy to identify specific training needs. The analysis asked key performers to self-rank Frequency, Criticality and Skill Levels of 75 activities (see attachment). The results were compiled and analyzed to design the series of live “Tech Tuesday” courses. The Academy contracted with Christy Rogers of Training Umbrella to design and facilitate the live “Tech Tuesday” courses. Training Umbrella used the survey results to build custom curriculum and hands on activities. We wanted to make the curriculum</p>	<p>34 different Academy employees participated in one or more of the Tech Tuesday Series. Every seat in each session was full, and there was a waiting list for each session. Of 65 Level 1 evaluations returned, 60 scored a 5 rating (the highest - Strongly Agree) on all questions related to both Course Content and Trainer. 4 scored 4 ratings. Only one participant scored any question less than 4 on the question “Course Content Met My Expectation.’ That participant added a note that said the level was above their current knowledge, so they weren’t prepared (lacking prerequisite skill/knowledge).</p> <p>Evaluations from participants revealed that their need for high quality content in a short amount of time was achieved. Many participants commented they enjoyed the “hands on” approach and material was “covered at a good, not rushed, pace.”</p> <p>As a result of the scores and positive feedback, the series has been scheduled again for 2018.</p>

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	<p>light and easy to use and reuse. This led us to develop a “Cheat Sheet” for each session offered (see attachments). It allowed participants to have a soft copy guide without a cumbersome manual. We started offering the 90 minute training sessions in February 2017 and continued through June 2017 offering seven in all. Classes were well received from the staff and many times there was a wait list. Post level 1 evaluations allowed participants to rate the style of teaching along with the content.</p>	