Blended Learning for soft skills

AIRS 2015 Conference
Dallas, Texas
May 28, 2015
ace
Blended Learning
for soft skills
What makes for an effective and memorable training?
**Facilitate**
[fuh-sil-i-tyeht]
verb (used with object), facilitated, facilitating.
1.
to make easier or less difficult; help forward (an action, a process, etc.).
2.
to assist the progress of (a person).
Engage
[en-geyj]
verb (used with object), engaged, engaging.
1.
to occupy the attention or efforts of (a person or persons).
2.
to secure for aid, employment, use, etc.; hire:
to engage a worker; to engage a room.
3.
to attract and hold fast:
4.
to attract or please:
**Interactive**

[in-ter-ak-tiv]

adjective

1. acting one upon or with the other.

2. of or relating to a two-way system of electronic communications, as by means of television or computer.

3. (of a computer program or system) interacting with a human user, often in a conversational way, to obtain data or commands and to give immediate results or updated information.
**Incentive**

[in-sen-tiv]
noun
1. something that incites or tends to incite to action or greater effort, as a reward offered for increased productivity.

adjective
2. inciting, as to action; stimulating; provocative
Memorable Training Checklist

For up-coming demos:

- Was it Facilitated?
- Was it Engaging?
- Was it Interactive?
- Did it Incentivize?
Memorable Training Checklist

Empathy Video:

☐ Was it Facilitated?
☐ Was it Engaging?
☐ Was it Interactive?
☐ Did it Incentivize?
What's the ace program?
- A soft-skills training
- A Blended Learning course
- A cost & time savings measure
- A program that showed fast results
- An organizational effort (service delivery + quality + learning/development)
assessment
conversational-intent
empathy
Pre-readings
Face-to-face training
It all comes down to Assessment

Pick another caption to continue

Thank you for calling First 5 San Diego, the beginning of a good start. How can I help you today?

First 5. Thanks for calling us today. Can I please have your name?

ace
Assessment Training
Assessment, Conversational-Intent, Empathy

CLICK TO START

Elearning
Let's take an E-Learning!
Memorable Training Checklist

The E-Learning:

- Was it Facilitated?
- Was it Engaging?
- Was it Interactive?
- Did it Incentivize?
What is Blended Learning?
Any mix of the following:
E-Learning or Computer Based Training
Face-to-face instruction
Trainee paced learning
Blended learning can be:
Student-Centered
“Repetition is the mother of learning, the father of action, which makes it the architect of accomplishment.”

— Zig Ziglar
Blended Learning is Not:
E-Learning authoring software and Learning Management System
Presentation:
Facilitation:

- Who
- What
- Where
- When
- Why
- How

Questions Answers
Time To Plan
Who can benefit from Blended Learning?
Let's play!
Let's play!
Open Ended Questions Game
Rules:
1. Find someone you don't know.

2. Ask only open ended questions: 
   **Who, What, Where, When, Why, How**

3. Pick from the topics below to ask questions about.

4. The game ends when you can no longer ask questions or

5. The game ends when someone says a statement.
Pick one or more topics:
Dallas, TX
Travel plans
ABCs of AIRS
This Conference
Your Colleagues
Your Job(s) (duties, tasks, responsibilities, likes & dislikes)
Your Organization (people, equipment, location, town, etc.)

4. The game ends when you can no longer ask any questions

or

5. The game ends when someone says a statement.
Memorable Training Checklist

Open-Ended Questions Game:

☐ Was it Facilitated?
☐ Was it Engaging?
☐ Was it Interactive?
☐ Did it Incentivize?
What were the results of the ace program?
The **ace** program statistics:

Return On Investment (ROI): Over 200%
Cost savings: Roughly $7000 in overall costs
Time savings: Roughly 500 worker hours saved
Participation by 100% of staff at all levels (125 people)
An immediate **+5%** change in clients’ feelings of being understood
What was today's talk about anyway?
Head fake?
Today we:
Explored what makes for effective and memorable training
Practiced the use of open ended-questions
Experienced a facilitated training
Saw blended learning in action
Questions?
Resources:
1. Prezi: Free on-line dynamic presentation application.
3. Latitude Learning: Free cloud-based / on-line LMS.
5. Camstudio: Free video capture/editing software.
6. iSpring: Free E-Learning authoring software.