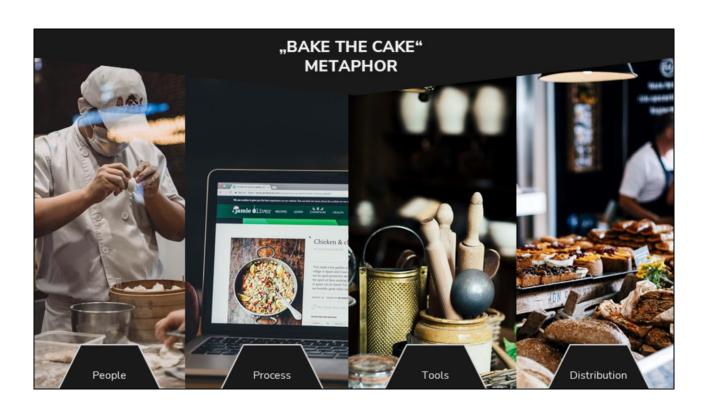


I guess you are all in a stage of your e-learning journey, where optimisation is a point in the future for you.

But optimisation doesn't strictly happen at the end of your journey. It should be more like a loop.





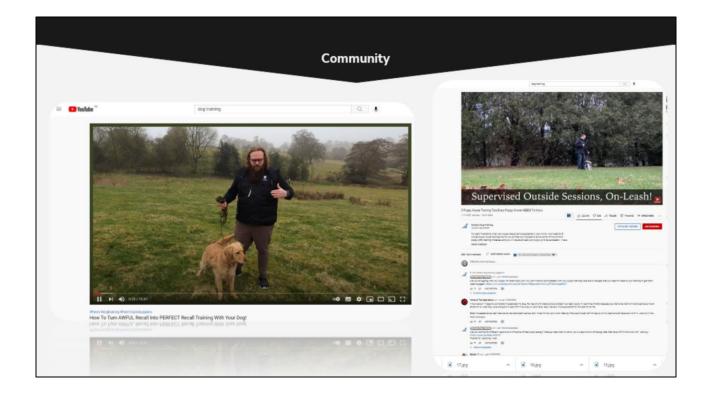
- How to optimise your offer?
- It depends on which cake you baked.
- Your solutions might look completly different because of different goals and different learners
- Depending on your cake if it's a traditional one, a fast-devoloped E-Learning, something with a lot of detail and love – you will make different decissions:
- Where to dedicate your next ressources, how to optimise your offer, retain your users?
- Still there are two aspects I want to talk about, that should be helpful and important to all of you



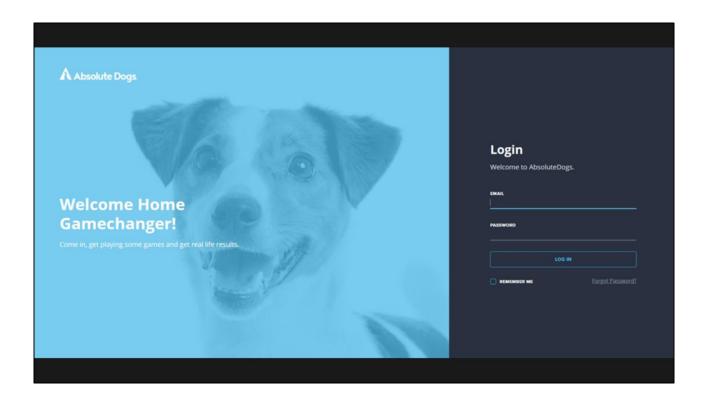
- I chose: Community and Action Mapping as two topics, I want to focus on today
- I'll show you different Training Concept Train the Trainer Concept and what makes it a successful community
- Action mapping is another way to look at your goals.
- Our goal is to hear this less: "Could you turn this information into a course?" and hear this more: "We have a performance problem. Can you help?"

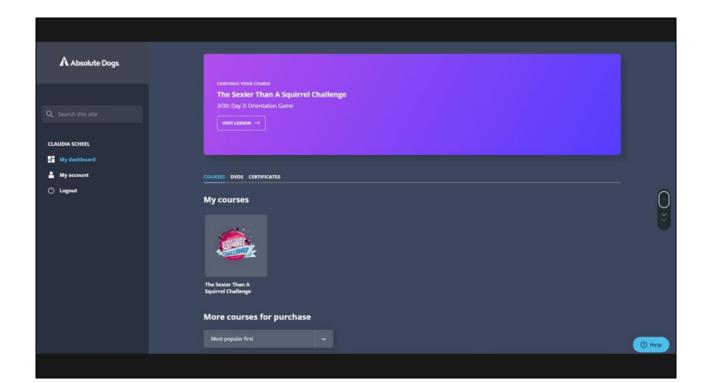


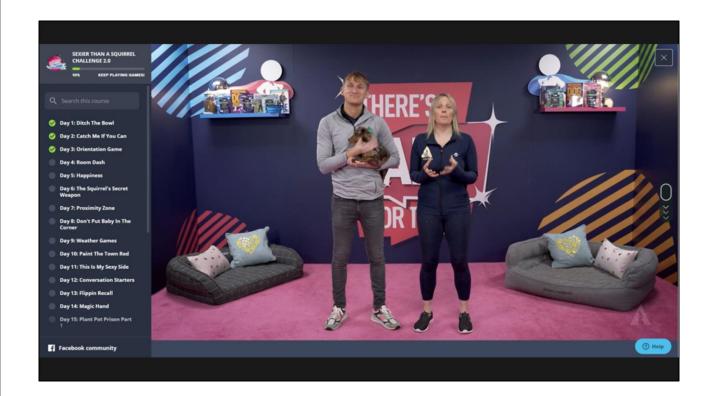
• First optimising the feeling



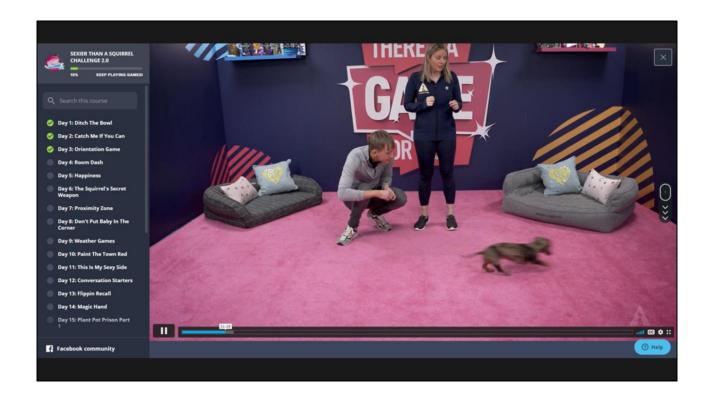
How did they start



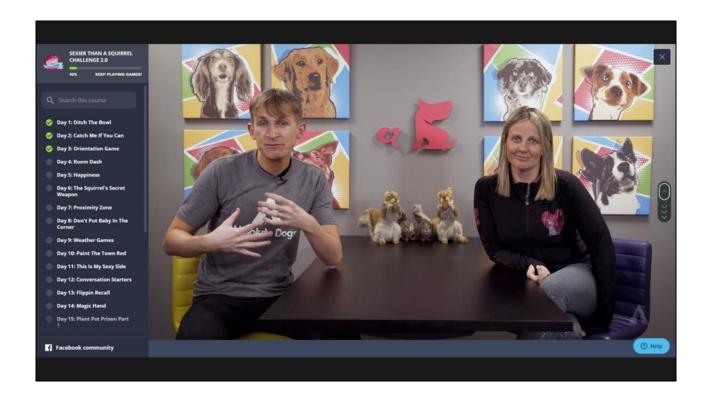




- Advantage of a studio: lights, sound, control over diversions
- Branding



Show the perfect training



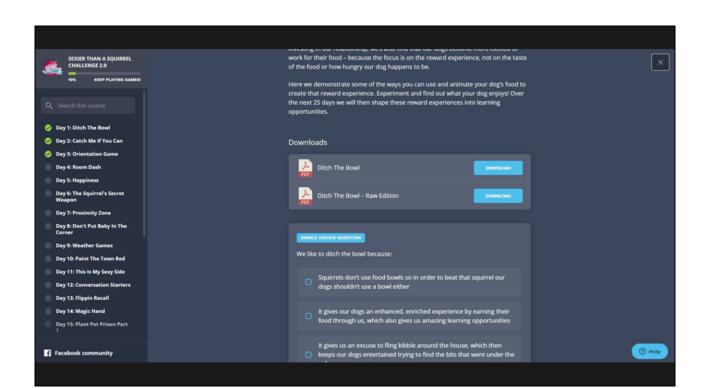
- Give some theoretical insights
- TWO People
- Dynamic, questions, different opinions on deeper topics, different experiences



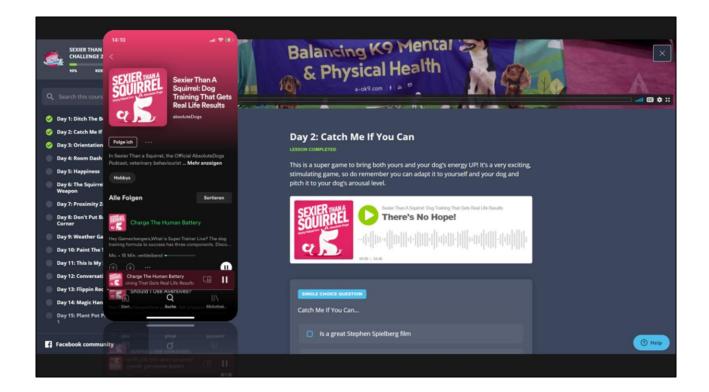
- Also training videos
- BUT they show more realistic trainings with people who are not perfect trainers
- Learner can identify



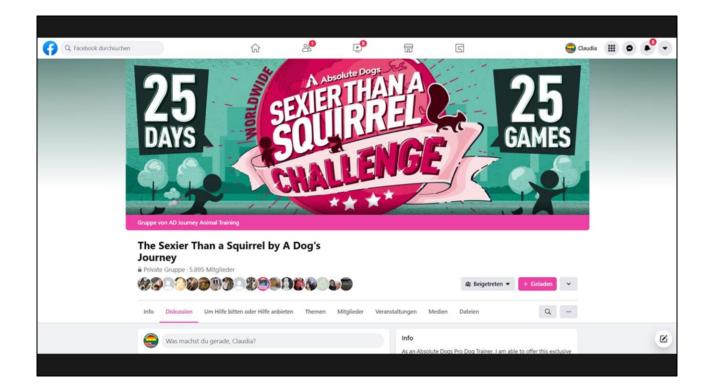
- Also show kind of a very basic example. Doing the same training but the trainer or the dog has some different issues
- More realistic
- Show lower stages of training and adress ways to go around boundarys some of the trainers of dogs have
- Most learner feel like they are in between those groups and even if a game does not work perfectly, they still believe in the challenge and the success



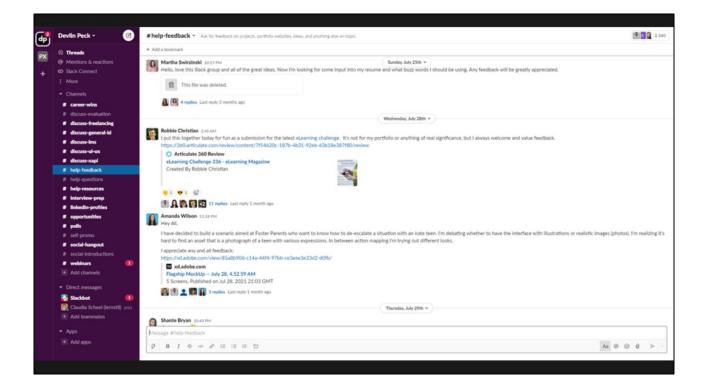




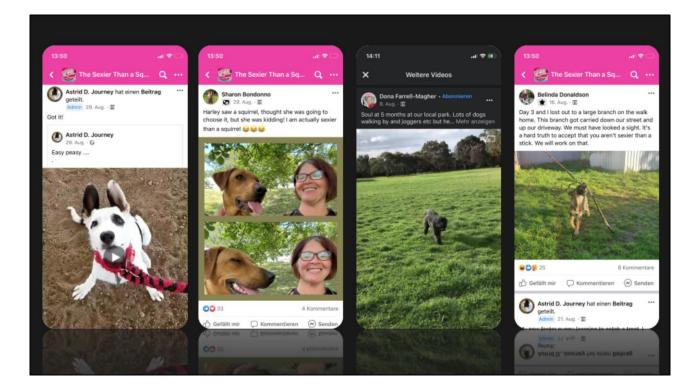
- PODCAST
- Regular contact on another channel
- Fast reaction to questions that came up in the community
- Talk about recent topics in media, new laws or scientific news, invite other trainer with different perspectives
- Podcast is a very flexible thing and easy to produce
- Get in contact to learners while driving a car...



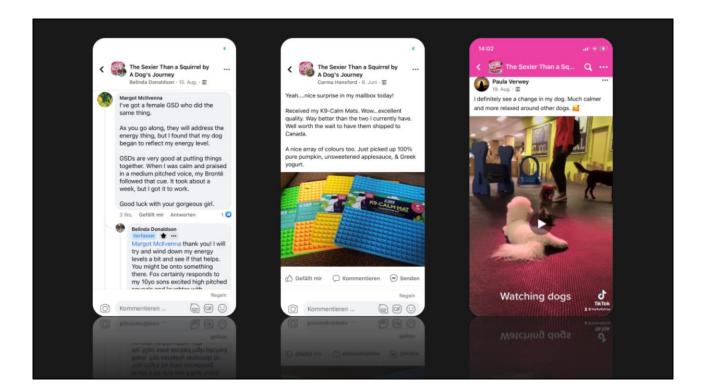
- Main community
- Facebook: easy to access, point of interest anyway
- Closed group
- Especially for generation using faceboobk alternative: Slack



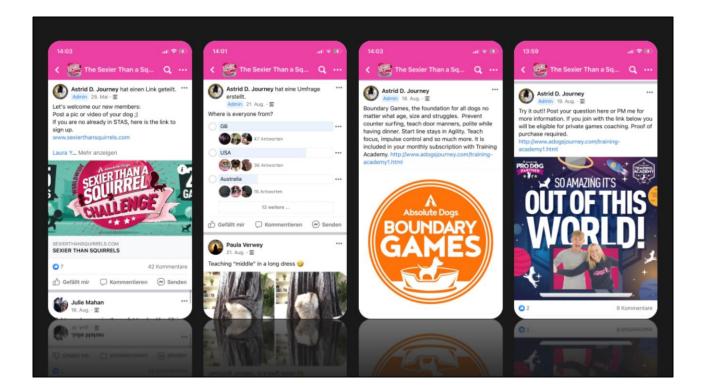
- Slack-Chanel alternative to facebook
- For people working with slack anyway...
- What is the advantage of a community?



- How do I retain users?
- This is a perfect opportunity
- You can use a LMS forum but some disadvantages:
- people are only there, when they work, hardly login with their mobile when they are at a trainstation or bored at a family dinner
- LMS is often not optimized for mobile
- It is harder to upload pictures and videos for people due to restrictions of the LMS
- Often LMS don't have a nice comment and like structure
- ...
- What you see here
- people posting training pic and videos
- Lerners see other lerners in different stages of the challenge
- They see success and failure
- People take the metaphor "sexier than…" and use it in different funny ways = identification
- Commenting, cheering people on, giving advice

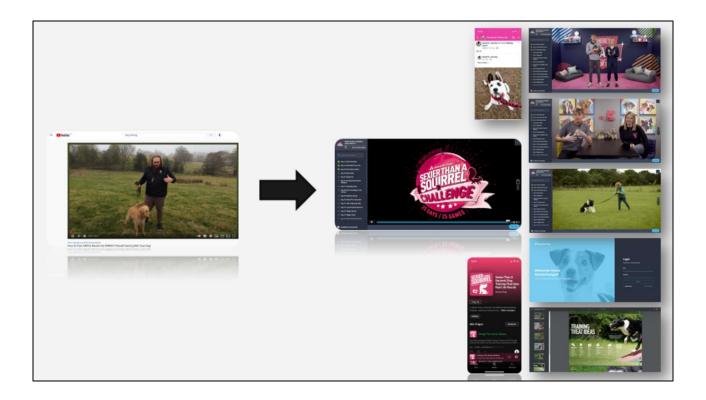


- Pointing people to other ressources
- Sharing experience and workarounds
- Share what they bought to help with the training, share their experience and recomandations
- It helps to have a "Yay-saying" mentality. That's what they really emphasize at the beginning: Become a yay-sayer, not a nay-sayer
- People share stuff, they already posted on other platforms



### Your Community work:

- They really don't do much, still works:
- Welcome new members
- They get in contact with the learners: Ask them in a small poll
- o Advertisement (distribution) of other courses
- Show yourself you (trainer) are there with them
- o Answer questions in this example mostly inside of the communiy



- It's the same: Someone is showing and explaining a training
- How can you get your point across for a larger more diverse group of learners
- How can you improve on quality (sound, light)
- How can you adress more topics
- How can you get the people hooked to your course, have fun, interaction and the great extra value of a community that adds to your content
- Optimisation number 1: create a more advanced training content with different ressources and content that is already taking into consideration what you learned from learners: what are common training mistakes, questions / and you distribute over different channels like a podcast
- Optimisation Number 2: Build a community: Let the community work for you to build up fun, connection, new content, give feedback, motivation help
- Baking the cake: It's another form of distribution
  - Need different people for that
  - Need other tools for that
  - Other process
  - o BUT you can use a lot from what you already have learned and done
  - And it's a much better learning experience

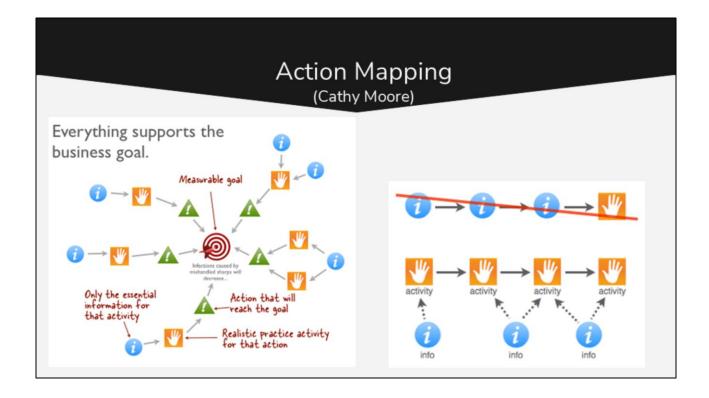
# Action Mapping

(Cathy Moore)



Our goal is to hear this less: "Could you turn this information into a course?" and hear this more: "We have a performance problem. Can you help?"

- 1. What's the problem?
- 2. How will we know we've solved it? (measure)
- 3. What do people need to DO, and why aren't they doing it?
- 4. How can we help them PRACTICE what they need to do?



• decide whether the info needs to be memorized or can be looked up in a job aid



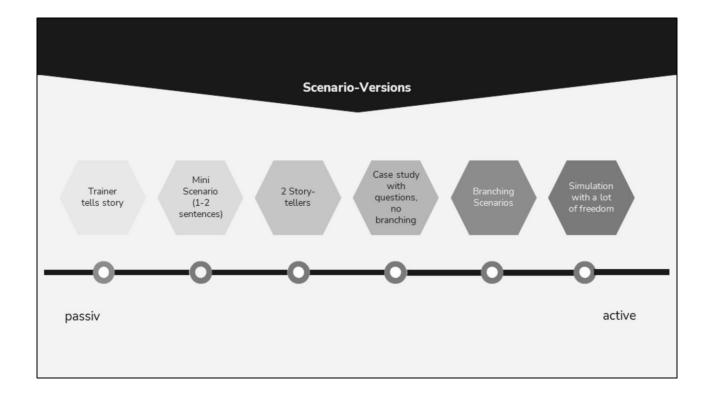
- Of course you can use videos
- But some stuff is too expensive to produce
- scenarios

## **Action Mapping**

(Cathy Moore)

- 1 Incorrect. I'm not using my brain
- 2 As Bill places the handle in Sara's palm, she's suddenly distracted by a clamp that has slipped. She moves her hand and the scalpel cuts Bills thumb.

'I'm using my brain to draw conclusions from the consequence

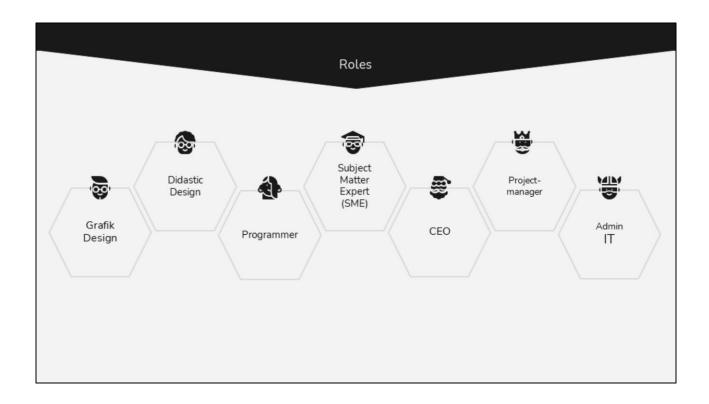


- Miniszenario= 1-2 Sätze Szenario mit Frage
- 2 Erzähler (1 Erzähler= Klassenraum), aber zwei Sprecher= abwechslungsreicher (Radioshows nutzen das, Podcasts auch immer mehr), einer sollte der unwissendere sein, der die Rolle des Lerners repräsentiert und Dinge lernt und hinterfragt

BEISPIEL: erste Hilfe: Warum muss man helfen?

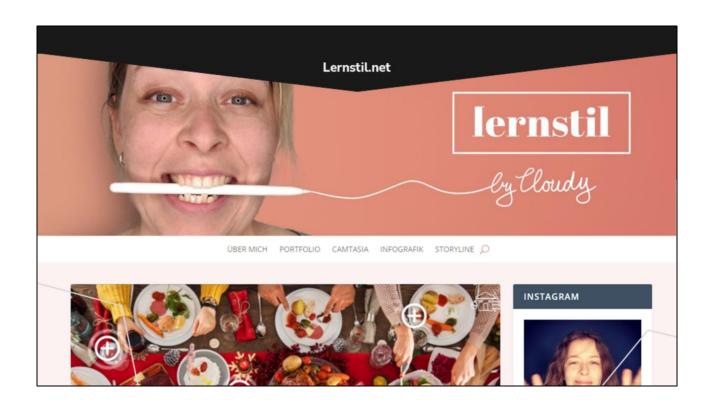
- UK-Beispiel: ein Handlungsstrang mit Fragen
- Branching: Wirkliche Abzweigungen mit nachfolgendem anderem Storyverlauf

# Presentation template by Sildesgu Iconsby Flaticon Images created by Freezik https://unsplash.com/ Text & Image slide photo created by Freepik.com



Welche Rollen habt ihr?





### YouTube



ABONNIERT ( CSV EXPORT )

ÜBERSICHT

VIDEOS

PLAYLISTS KANÄLE

DISKUSSION

KANALINFO

Q

TRENDING STATS

Uploads ▶ ALLE WIEDERGEBEN



Camtasia: Anklickbare

Kapitel erstellen

Articulate Storyline: Create Marker similar to Rise

CREATE MARKER

SIMILAR

TO RISE (PART



Articulate Storyline: Marker wie in RISE (komplette...

SPIEL MIT SCHIEBEREGLERN

Articulate Storyline: Spiel mit sinkenden Schiebereglern

Articulate Storyline: Pulseffekt für selbstgebaut...

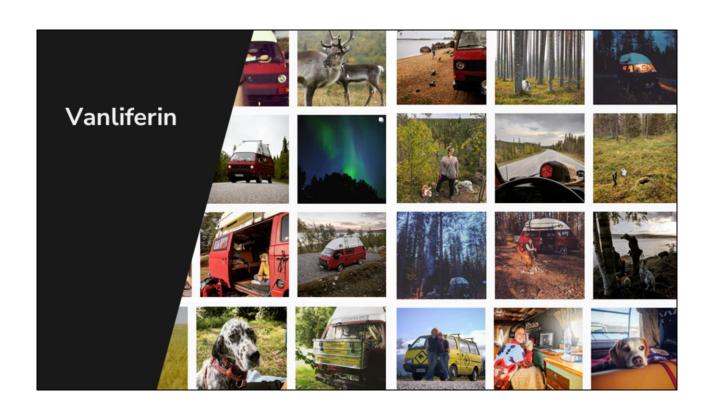
12 Aufrufe • vor 2 Monaten • 100% 36 Aufrufe • vor 2 Monaten • 100% 116 Aufrufe • vor 3 Monaten • 100% 116 Aufrufe • vor 3 Monaten • 100% 116 Aufrufe

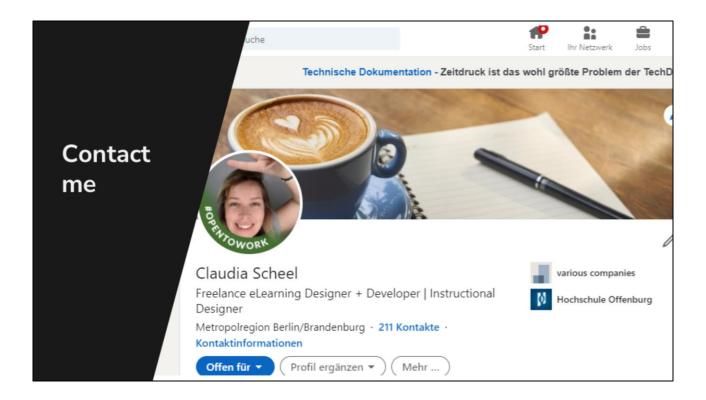
PULSEFFEKT

FÜR SELBSTGEBAUTE MARKER

47 Aufrufe • vor 1 Monat • 100%







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