



the people management toolbox

7 WAYS TO USE DIGITAL LEARNING RESOURCES



“This is not about doing new things,
it’s about doing the same things,
differently.”

Judith Elliott FCIPD



Introduction

According to CIPD research 1/3 to 2/3 of employees work round L&D to get learning. This means they are accessing YouTube, and all sorts of other places, to get advice, advice that may not be consistent with your organisation's culture or aims.

By curating digital learning and presenting to learners in a systematic way, you will be in the driving seat.

These resources can be bought or lifted for free. Either way you can provide clear direction.



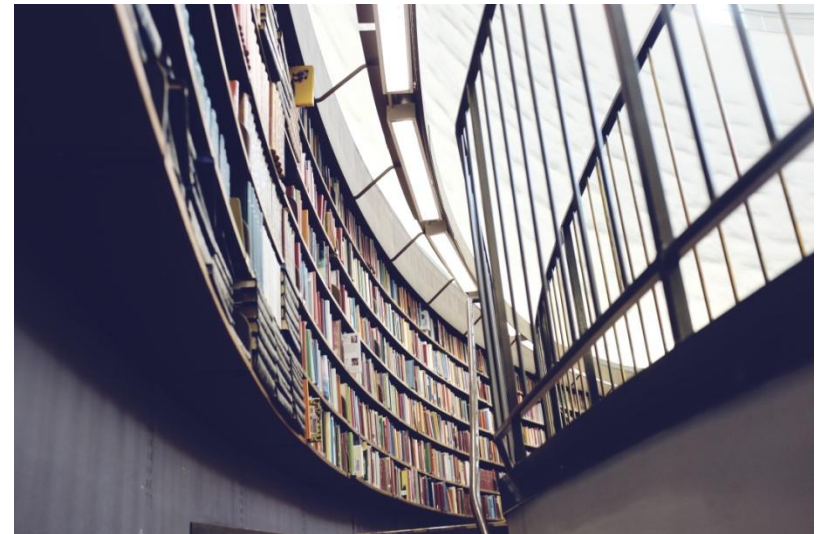


1. Create a library

Create a learning zone on your intranet, or rent a space from a modern LMS provider (no need to have one built especially for you). IT will know how to set it up. If you want to run elearning as well, renting makes sense. The costs are low these days.

Buy videos, checklists and collect links and then remind employees regularly that the library is available. They do need to be reminded.

Some HR managers make videos open to ALL employees, even though they may be aimed at managers, on the premise that it takes two to have a conversation..





2. A phased launch

It's a good idea to release one video/resource per week or fortnight. Send out to managers with a nugget of advice relevant to the topic, and maybe a checklist to download.

That way you are building your reputation as a curator and advisor, and managers are being reminded of the library's existence.

You may even be able to build up some discussion on Yammer, if you have it, or another internal knowledge sharing platform.

It's useful to create a timetable for the next few months.





3. Blended or flip learning

Flip learning is when you get learners to study before a course.

Select a couple of useful videos and maybe some articles. Send out as pre-course work, with or without written directions, telling managers that they need to review the resources **BEFORE** the course.

The course could then be shortened to a practical application of the topic as delegates will all come with some knowledge. Best to make it clear that they must have viewed the resources otherwise they will be out of their depth on the course.





4. During a course

The days of 30 minute videos are numbered. Short video clips are available free from YouTube and to purchase.

This gives more time for discussion on what delegates have seen:

Is the video approach the way we do things round here?

What were the mistakes / strengths?

How could you use this approach for other situations?

And so on...





5. Support after a course

- Curate some resources after a course and send to delegates.
- Share a key video on Yammer and promote discussion.
- Have a look at Scoopit to see if you can find and share other resources.
- Allocate specific elearning or videos that give more tips than you were able to cover on the course itself e.g. we discussed performance management but not how to conduct a performance review; here's a module on the practical "how to".





6. On promotion

.....but it will be 3 months before you can get a course together for the new manager.

Include some resources and links in the induction promotion pack. "Your next course on performance management or coaching will be on x date, in the meantime look at x/y/z and call me if you need advice."





7. Coaching or a refresher

Some of your managers may be in a different timezone or location. You could get them to look at a video and then set up a time to talk if they still need help.

Some managers may be finding an aspect of people management tricky and it would help to SEE the conversation in action and then be coached through how they would tackle it.





Benefits for you

1. Nip people management issues in the bud BEFORE they become time consuming and costly problems.
2. Give managers in different locations and time zones access to a library of resources OTHER than you.
3. Minimise travel and time costs to traditional courses.
4. Give managers a just in time reminder without YOU having to always be there.
5. A training aid for you to show, as well as tell, what you mean.





Live examples

"I've been really impressed with the videos we purchased from el: talking – they're certainly good quality and are just such a super example of those sometimes tough to have chats that we can all be prone to avoiding! A really helpful resource not just for Managers but for staff because we shouldn't forget, in any conversation there's always more than one person."

Group Head L&D AVEVA

"If just one manager handles a difficult conversation well and avoids a grievance, or worse, we will have saved a lot of management time and employee grief. Got to be worth it".

HR Manager University of Cambridge

"Showed me how to use questions to get the best from my staff."
"

AF Trojan Cleaning Services



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