

Breakouts - Impact of Next Generation Learners

Fully-Trained

Cushing Anderson says/implies that it's the assumed objective. But, is it customer-defined?

If it's our assumed objective, do we shoot for:

- Full functionality
- Skills-based
- Competent?

If the customer defines it, do we allow them to accept:

- On the Job Training (OJT)
or
- Just In time (JIT) training?

This should include their own workflows.

Question: Is "fully-trained" just the core concepts, or does it include the nitty-gritty?

We'll assume that there are two views of fully-trained:

1. The customer's view is competent and probably cost/time efficient
2. The training professional will generally aim for competent with some level of assessment coming from the product unit.

Fully trained to meet the SLA

There are a variety of audiences now:

- Team
- Product champion
- New individual

If we're going to hit the SLA, do we first start with the support contract and then consider fully-trained.

Next, we questioned whether SLA was 100% guarantee or just an aspiration.

Finally, fully-trained must include a feedback loop for most included support tickets.

This would cover competence and degradation of skills.

Conclusion:

Fully-trained was about core competence of concepts. The nitty-gritty is added in afterwards in any number of ways, such as resource centres, YouTube, wikis, Just-in-Time training, and on-the-job.

MOOCs

- These are normally free
- The content is more theoretical without labs, which is an issue
- The question is how to create a compelling offering
- How do we differentiate with e-learning: Collaboration? Peer review?
- Don't forget assessment!

Methodology for Demonstrating the Value of Training

- Identify the customer's Business Objectives and KPIs
- Agree **how** to collate – interview, supporting data
- Time frame
- Form of report

Products for the Digital Generation

- What age is a digital native?
- Brain wiring or teaching method?
- Piecemeal and gap filling
- Outcomes the same? Similar? The process is different.
- More information and want to cherry-pick

- Are buyers consumers?
- Is learning different or the choices greater?
- What does the customer want – less time, less cost, more choice, more focus? (Focus and resource)
- Need to know versus what do I think I need to know

- Does our training evolve the way the product does?
- Relevance to the role
- Need for training remains
- Method varies
- More opportunity for interaction
- Solution:
 - More choice
 - More focus
 - Less Time
 - More custom
- Nothing has changed but delivery and expectations!

- Question: does anyone trace the age demographic of e-learning uptake?
- Core product dependence
- Competition aspect