



IV-D is 40+

How Old is Your Training Approach?
Right-Size for Right Now





The Michigan Child Support Dilemma

- In 2020, Michigan had three types of training available
 1. In-person Instructor-led sessions
 2. Web Based Trainings
 3. Online webinars
- When Covid hit, instructor-led trainings stopped





Problem Solved!

Our solution?

- Assess new tools for more online training
- Added more engaging virtual lessons from 30 second videos to more complicated game-based lessons
- Modified in person instructor-led trainings to virtual





Or Was It?



- Virtual classes presented new problems
 - Attendance
 - Engagement
 - Expectations
- The team was convinced that it would change when we returned to in-person instructor-led training



Time to Think Outside (of the Box)

- Time for a Needs Analysis
 - Identify expected performance
 - Identify current performance
 - Identify if there is a gap
 - Determine the cause of the gap
 - Propose the training solution
- Our twist – we followed Human Center Design principles – so we also
 - Noticed
 - Listened
 - Organized their responses
 - Did solutioning activities
- Results





Propose the Training Solution

- E-learning?
 - Instructor-led training?
 - Job aids?
 - Training Manual?
 - Infographic?
 - Site Support?
 - Microlearning?
- ✓ Work with Internal security/IT to determine the technical resources available to you
 - ✓ Can anything new be purchased?
 - ✓ Abide by all state and federal guidelines, follow standard operating procedures



Microlearning Menu Options

- Microlearning: For busy schedules and short attention spans
- Full dinner, lunch, appetizer, snack-sized, or amuse-bouche?
- Whole task, must include all physical and mental tasks to complete entire process
- Don't chunk just to chunk – meaningless if too small
- Good to know vs Need to know







Washington State's Dilemma

- Like Michigan, Washington is training all virtually
- When Covid started, Washington DCS sent staff home to telework
- Washington DCS has decided staff can continue teleworking
- This includes new hires and the training team
- WA is limited to doing our training via MS Teams & PowerPoints
- WA is using a half day model so trainees are in training for 4 hours a day



Washington Decided to Change How We Train

- WA has 9 field offices
- Each office used to do its own training (8 hrs a day classroom style)
- During Covid, WA discovered we can train virtually
- WA is now training all offices in one academy and offices can hire as they need to
- Results are we can hire more frequently; however, we are finding virtual training takes much longer and trainees need more time to learn the job



How to Make MS Teams Training Engaging

- Use the White Board
- Break out rooms
- Polls
- Play music
- Mini breaks - 25-minute attention span
- Check for understanding



Using Whiteboard in Teams

To use whiteboard in Teams, you can follow these steps **1** **2** **3** :

1. While in a Teams meeting, select the Share icon in the meeting's share tray.
2. Select Microsoft Whiteboard.
3. The board picker view will open. Select an existing board from the list or start a new board.
4. If a whiteboard is already associated with the meeting, Teams will share that board by default.
5. In a Teams channel or chat, you can add a whiteboard by selecting the + button at the top of the screen, and then searching for Whiteboard.
6. On the Meeting status screen, click on the meeting chat.
7. Then click on the Whiteboard tab.
8. Feel free to use the pens to write down your ideas.



←

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Notes

Note grids

What did you learn today>

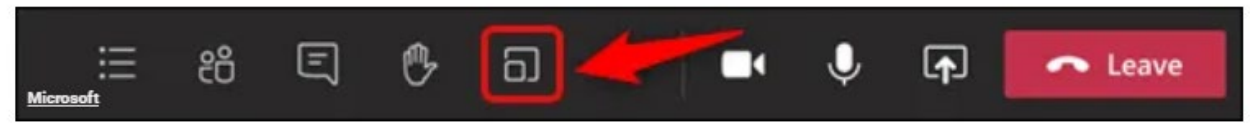


Hi Guys

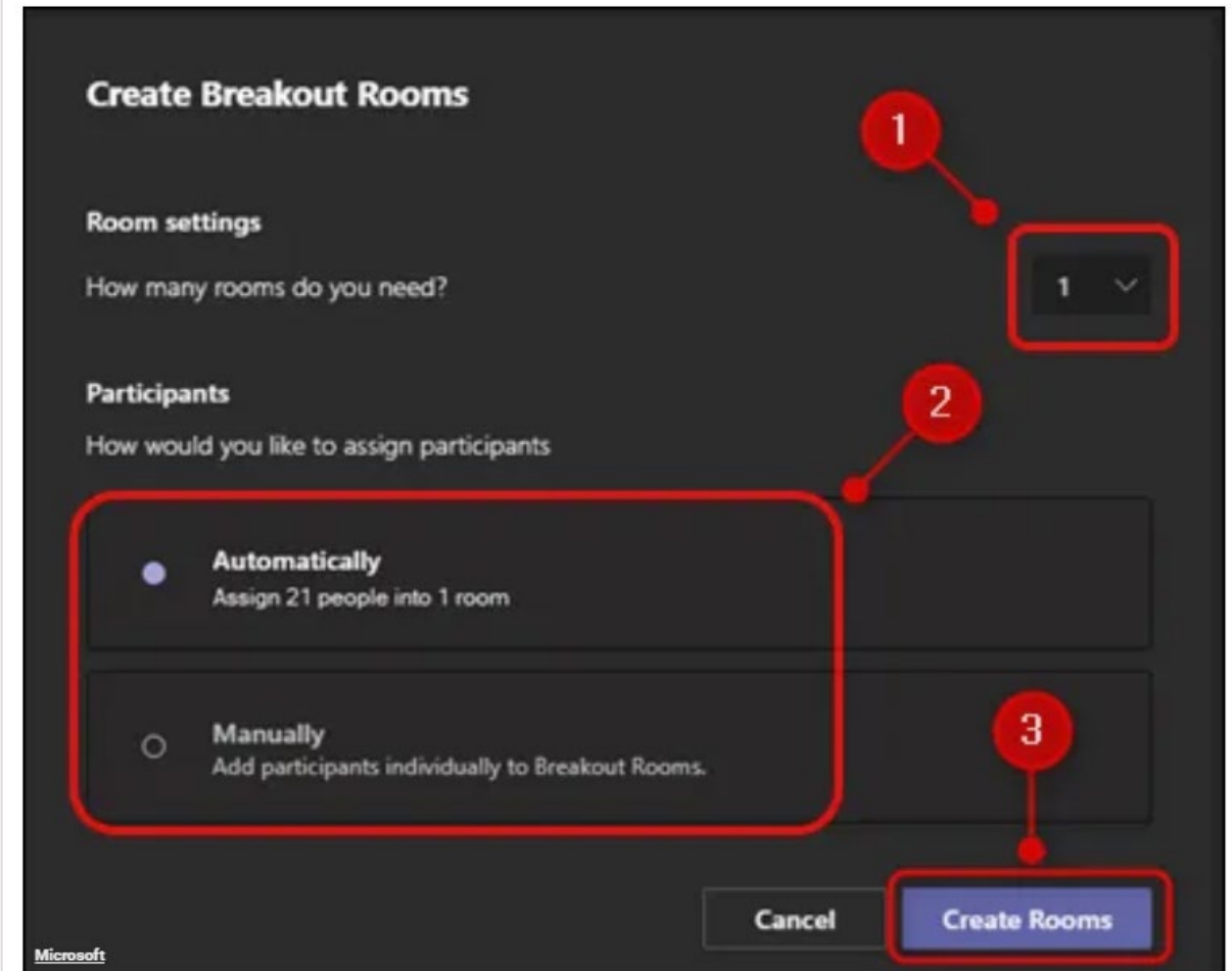
hi :)



Using Breakout Rooms



In the "Create Breakout Rooms" panel that opens, select the number of breakout rooms you want (up to a maximum of 50), choose whether attendees will be assigned automatically or manually, and click "Create Rooms."





Using Polls

- You can pre make polls before your meeting or make them as you go
- Use to break up training
- Use to check for understanding
- You can see the results and how many responded (but not who)
- You can have yes/no type questions or multiple choice





Using Polls



7:57 AM

Poll: Names not recorded ; Results shared

Would you like to Team Huddle?

☐ Yes

☐ No

Submit Vote

Edited

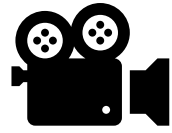
Yes

100% (3)

No

0% (0)

3 responses



How to Create a Quick Poll in Microsoft Teams - Bing video





Playing Music



How to play music during a Teams meeting

- ♪ Music can only be played if you are sharing your screen
- ♪ Create a presentation
- ♪ Choose the Share button
- ♪ Enable the include system audio button

Share content

Include computer sound



- ♪ Mute your microphone
- ♪ Play music from your PC

09:33

YouTube

we got our own thing heavy d



Heavy D. & The Boyz - We Got Our Own Thang

mysterious murasame 26.5K subscribers

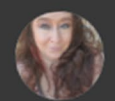
Subscribe

23K 23K 23K Share Save

2.5M views 14 years ago 89 ...more

- Heavy D & The Boyz - Somebody For Me 12M views · 13 years ago
- Rob Base & DJ EZ Rock - It Takes Two 67M views · 10 years ago
- Kool Moe Dee - Wild Wild West 9.5M views · 5 years ago
- J Boog ft. Peetah - Sunshine Girl (Official Video) 32M views · 11 years ago
- Johnny Kemp - Just Got Paid (Official Music Video) 34M views · 13 years ago
- Treat 'Em Right 9.1M views · 8 years ago
- MC Hammer Pumps And A Bump 3M views · 12 years ago
- Heavy D & The Boyz - Now That We Found Love (Official Music...

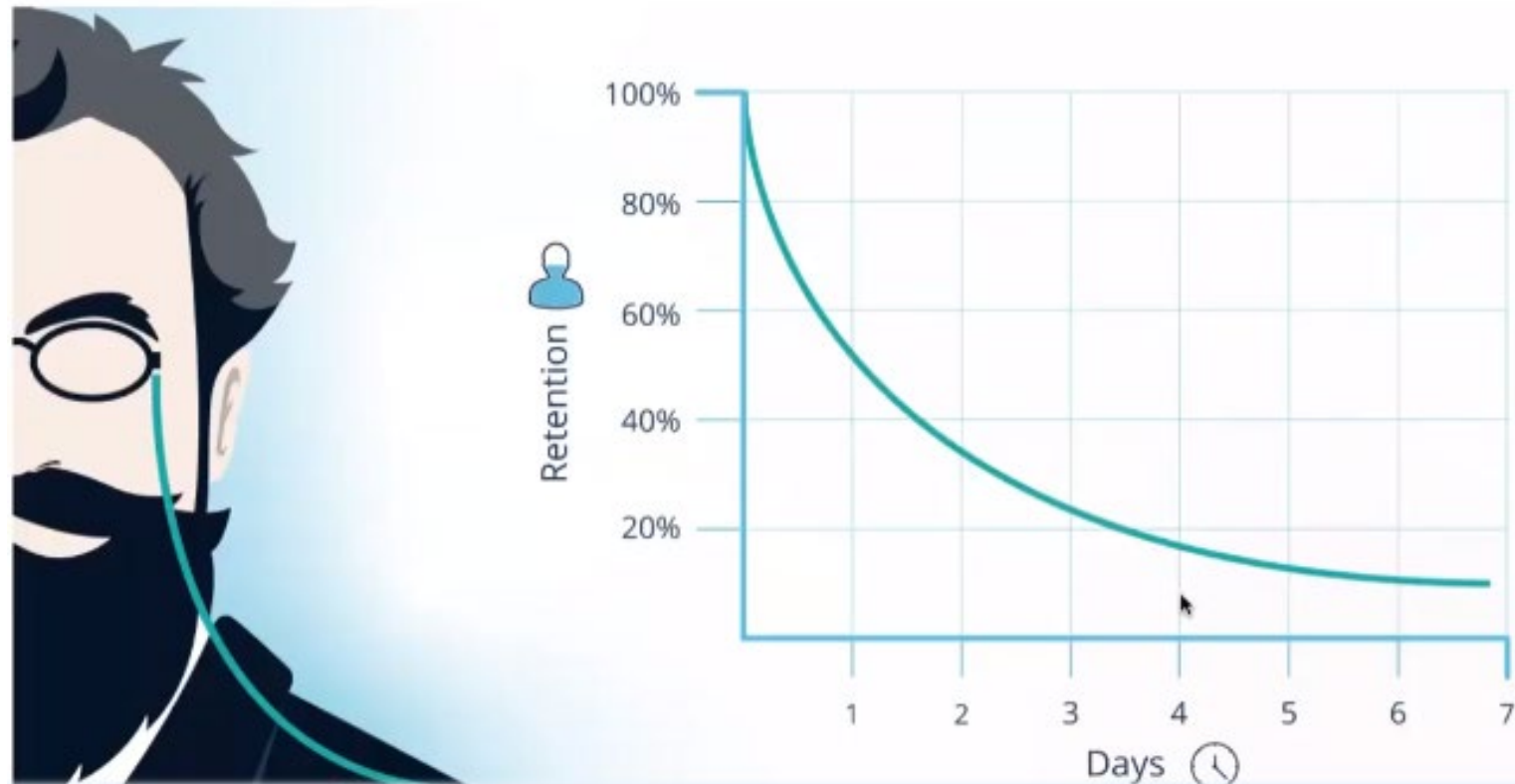
- DW Wright, Dei...
- ZK Khan, Zaha...
- DC Carrasco, D...
- SS Sanders, St...
- BH Hunt, Bran...
- CP Primavera, ...
- LM Mies, Dani...
- Mora, Laura (D...





You only retain 20% of what you learned over a week

The Forgetting Curve by Ebbinghaus



Source: [Beating the Forgetting Curve: A Behavioral Science Approach to Knowledge Retention](#) | Sounding Board Inc



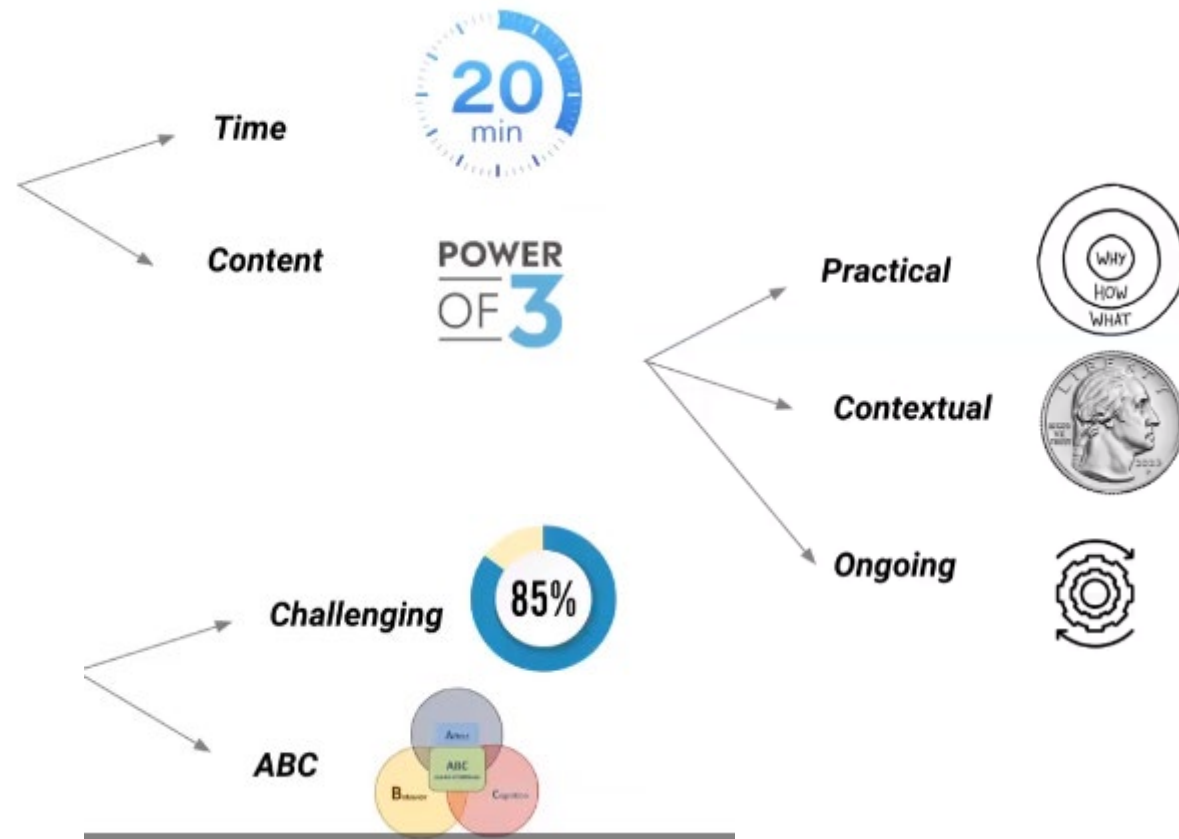
How to combat the Forgetting Curve

Simply make learning

Efficient

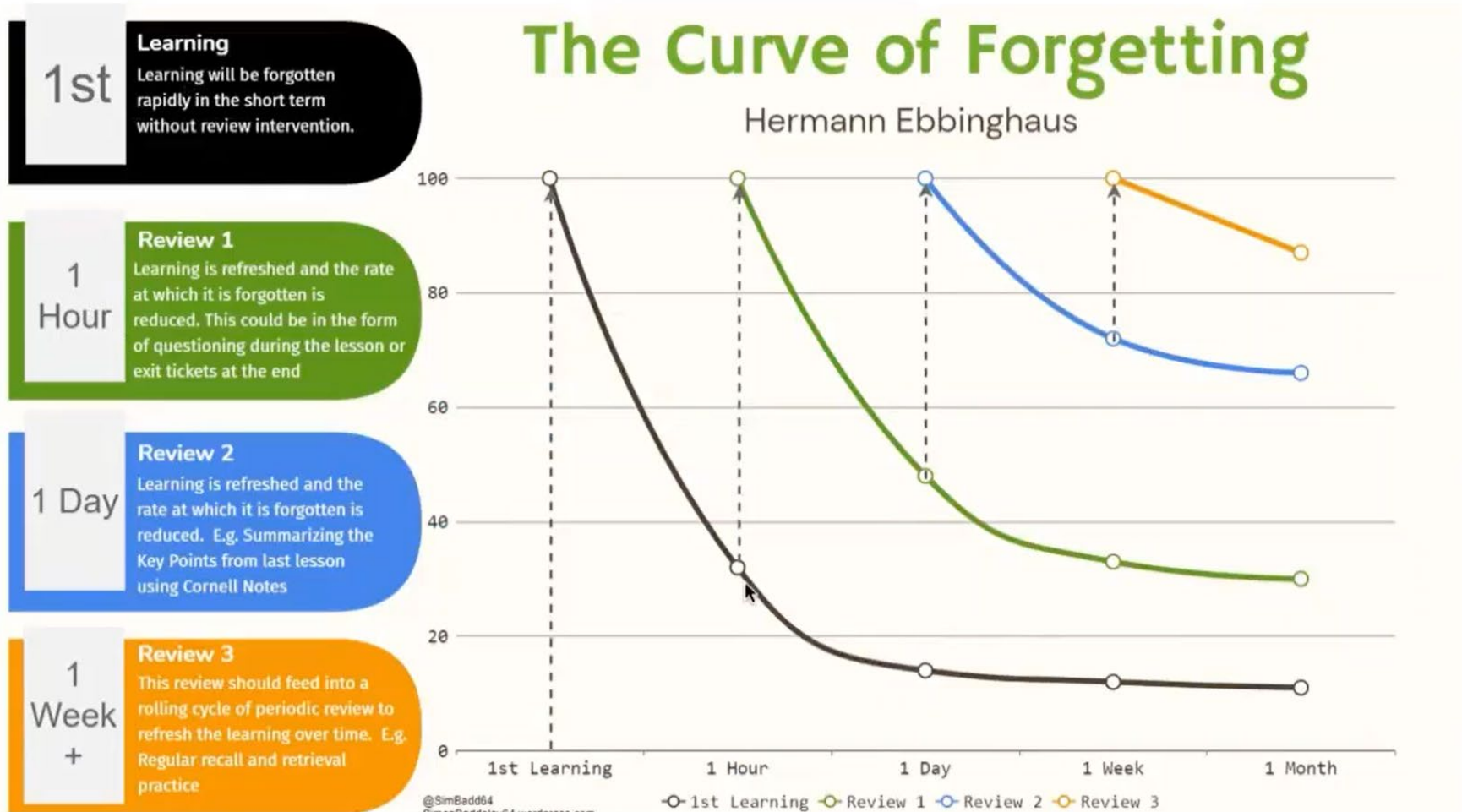
Effective

Engaging





How to Combat it?



Source:
simonbaddeley



“I hear and I forget,
I see and I remember
I do and I understand”
Confucius





Glamping

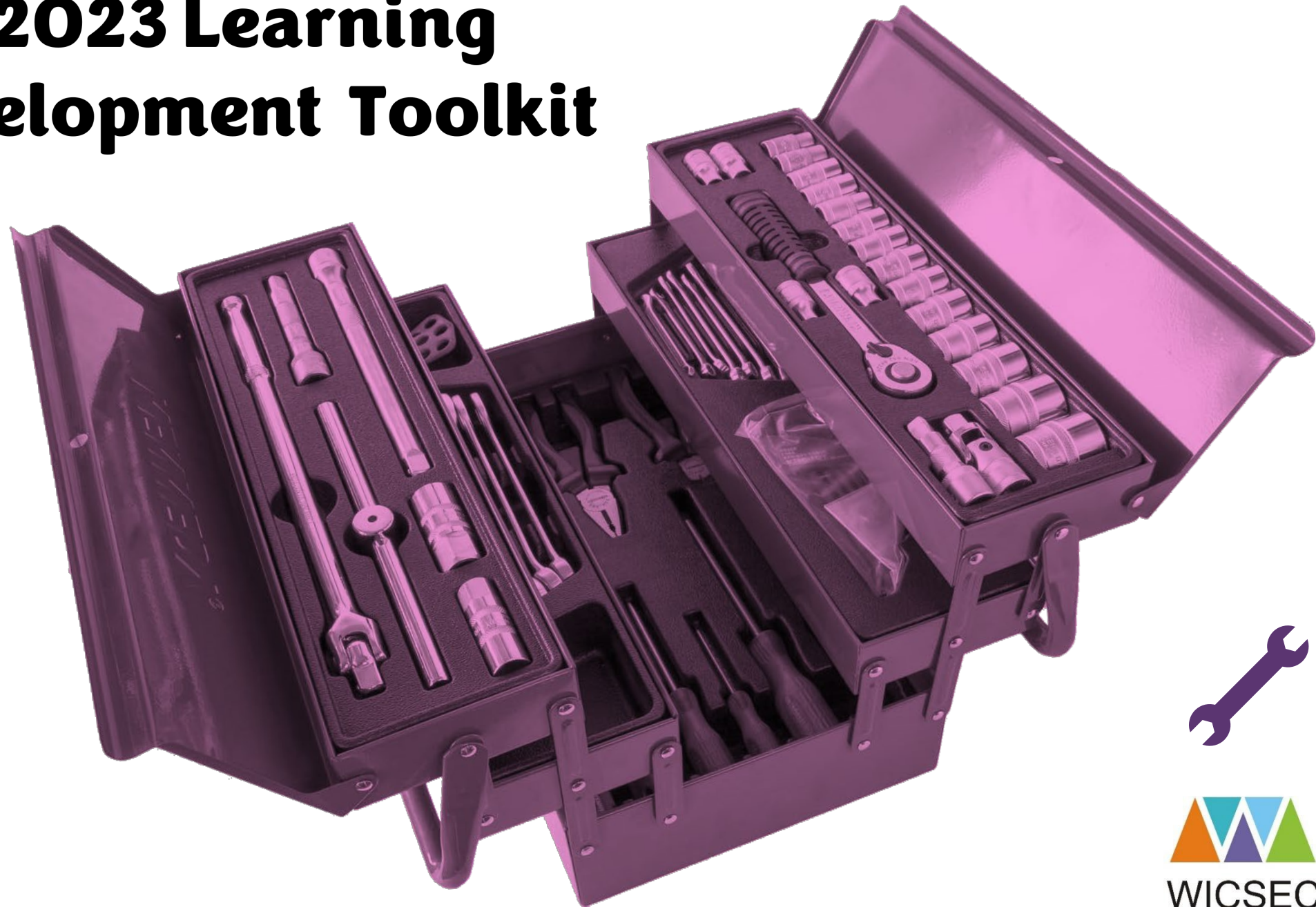




- Toolbox
- Considerations for Choosing Tools
- Cautions



The 2023 Learning Development Toolkit



WICSEC



Considerations for Choosing Tools

- What Do you Need?
- What Do you Have?
- Impact of Social Media
- What about AI?
- Other Tips, Tricks, and Cautions



Consider: What Do You Need? Want?





Consider: What Tools Do You Already Have?





Consider: Impact of Social Media

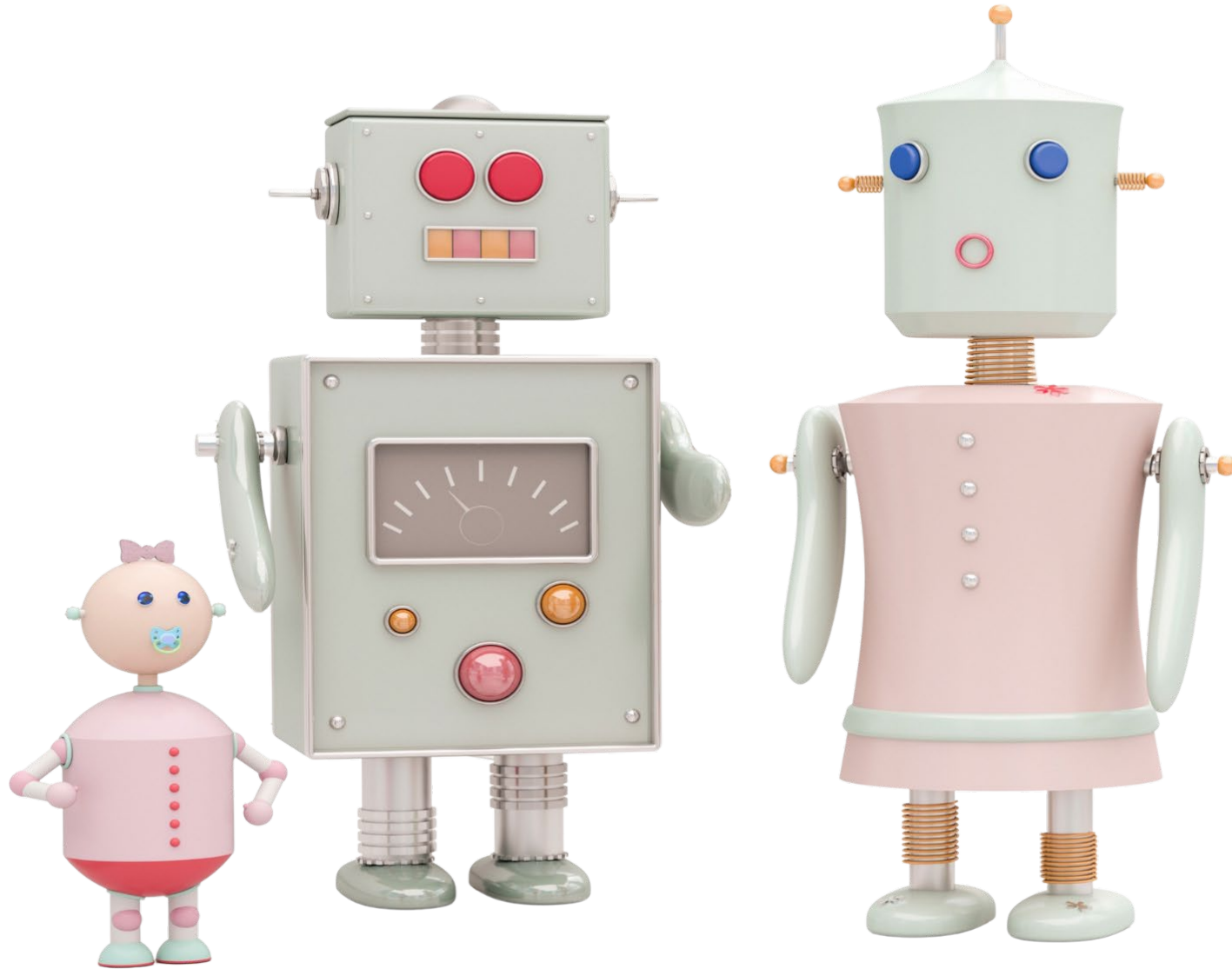




**Still
paying
attention,
are you?**



Consider: Artificial Intelligence



WICSEC



Let's Try It! Framing AI Prompts for L&D

- Step 1: Identify role
- Step 2: Output
- Step 3: Specify instructions

ChatGPT



Bard

WI

You are a training designer. Create a list of 5 exercises to self-reflect on communication styles in the workplace. This is a first draft. Keep it simple and use bullet points.

- Exercise 1: Communication Style Quiz
 - Take a short quiz to identify your dominant communication style.
 - Reflect on how this style influences your interactions with others.
- Exercise 2: Communication Role-Play
 - Engage in role-play scenarios that require using different communication styles.
 - Reflect on the effectiveness of each style and its impact on the conversation.
- Exercise 3: Communication Journal
 - Keep a journal to record daily workplace communication experiences.
 - Reflect on your communication strengths and areas for improvement.
- Exercise 4: Feedback from Colleagues
 - Seek feedback from colleagues on your communication style.
 - Reflect on the feedback received and identify potential areas to adjust.
- Exercise 5: Video Self-Analysis
 - Record yourself during a simulated workplace conversation.
 - Reflect on your verbal and non-verbal cues, and how they align with your intended message.

These self-reflective exercises will help you gain insights into your communication styles, strengths, and areas for growth in the workplace.

Send a message

➤

Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT August 3 Version](#)

You are a training designer. Create a list of 5 exercises to self-reflect on communication styles in the workplace. This is a first draft. Keep it simple and use bullet points.

View other drafts

🔊

Sure, here are 5 exercises to self-reflect on communication styles in the workplace:

1. **Communication style inventory:** Take a communication style inventory to assess your own communication preferences and strengths. This will help you to understand how you communicate best and how you can adapt your communication style to different situations.
2. **Communication self-assessment:** Reflect on your own communication skills and behaviors. What are your strengths and weaknesses as a communicator? What communication skills would you like to improve?
3. **Communication feedback:** Ask for feedback from colleagues, friends, and family on your communication style. This can be a valuable way to get an outside perspective on your communication and identify areas for improvement.
4. **Communication observation:** Pay attention to the communication styles of others in your workplace. How do they communicate differently from you? What communication techniques do they use that you could incorporate into your own communication?
5. **Communication journaling:** Keep a journal of your communication experiences. What went well? What could have been improved? What communication lessons did you learn?

These are just a few exercises that you can use to self-reflect on your communication styles in the workplace. By taking the time to reflect on your communication, you can improve your communication skills and become a more effective communicator.

Here are some additional tips for self-reflecting on communication styles in the workplace:

- Be honest with yourself about your strengths and weaknesses as a communicator.
- Be open to feedback from others.
- Be willing to experiment with different communication techniques.
- Be patient with yourself. It takes time to develop effective communication skills.

I hope this helps!

+

Enter a prompt here

🔊

➤

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Tips, Tricks, and Cautions

Remember
accessibility

What will your
organization
support?

Repurpose
content and use
templates

Keep it Simple
and Practice,
Practice, Practice

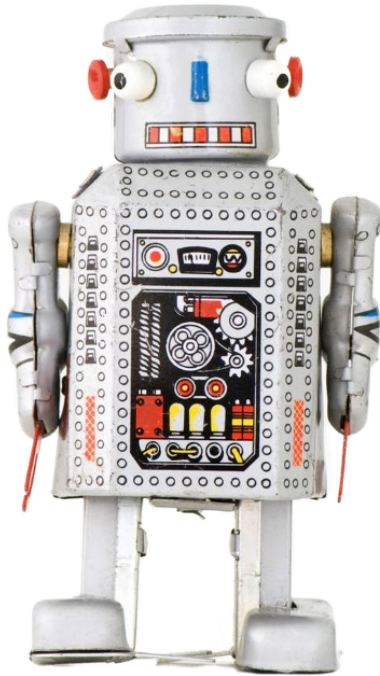
When creating
micro, think also
about the macro

Media should
support the
content

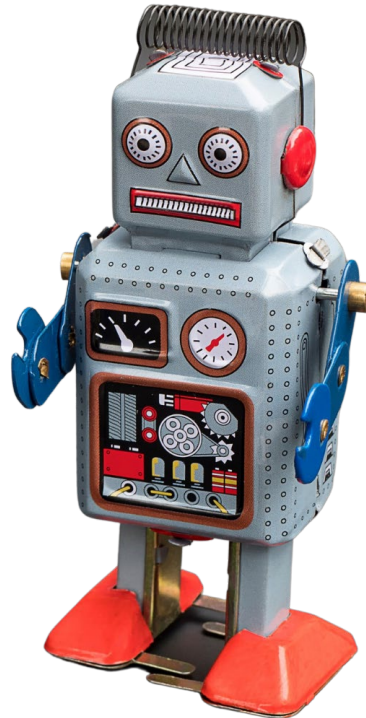




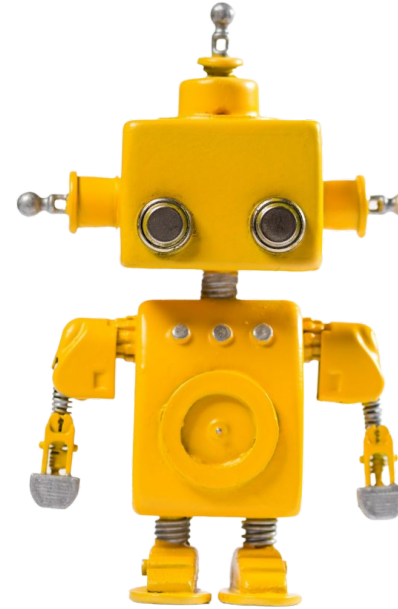
Thank you for your kind attention!



Anita



Beth



Laura



Marcia

... QUESTIONS 4 US? ■

Content Development and Delivery Tools



Learning Toolkit



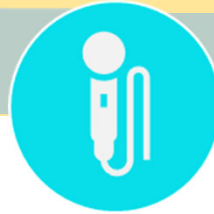
AUTHORING TOOLS

- MS PowerPoint
- Articulate 360
- Adobe Captivate
- OttoLearn



GRAPHIC EDITORS

- Adobe Express
- Pixlr
- Canva
- PS Elements
- GIMP
- SnagIt



MULTIMEDIA

- Audacity
- Camtasia
- Audiate
- Adobe Premiere Rush, Elements, Pro



MEDIA SOURCES

- Unsplash
- Pixabay
- Wikimedia Commons
- Open Clip Art Library
- Adobe Stock



ANIMATION TOOLS

- Vyond
- Vidyard
- PowToon



ENGAGEMENT

- QuizMaker
- Menti
- Kahoot
- WordClouds
- MS Forms
- MS Teams Apps
- SurveyMonkey



HOSTING SOURCES

- Reach
- Prezi
- Vimeo
- YouTube
- TikTok



VIRTUAL MEETINGS

- MS Teams
- Zoom
- WebEx
- Adobe Connect
- GoToWebinar

Traditional and Generative AI Tools for Learning



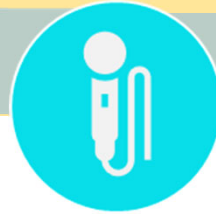
AUTHORING TOOLS

- ChatGPT
- Google Bard
- Jasper
- Copy.AI
- Grammarly



TEXT TO GRAPHIC

- Adobe Firefly
- DELL-E2



TEXT TO AUDIO

- Murf



TEXT TO VIDEO

- Synthesia.io
- InVideo.io

TIPS FOR CHATGPT/LARGE LANGUAGE MODEL (LLM) PROMPTS

- Identify Role
- Indicate Output Desired
- Add Specific Instructions

Example: You are a training designer. Create 5 exercises to self-reflect on communication styles in the workplace. This is a first draft. Keep it simple and use bullet points.

Karie Willard and Jeff Fissel, ATD Webinar: How Will Generative AI Impact Learning Tech This Year?

