

VIRTUAL TRAINING

Solution Guide

getting what **YOU NEED**
from Virtual Learning

AUDIENCE

Virtual solutions become more cost effective as you scale them up to a bigger audience. To enhance transfer of skills to the workplace, consider providing coaching guides to help supervisors observe and provide reinforcement of new skills locally.

Local Team

Large/Worldwide

- Reading
- Just-in-time performance support
- For transfer to the workplace, use on-the-job coaching guides for follow-up

- Reading
- Just-in-time performance support
- Online training
- Virtual instructor-led training
- MOOC becomes practical for high volume

CONSEQUENCES OF FAILURE ON THE JOB

Put your spending dollars where they are needed most. If an employee can try their new skill on the job using a job aid, or if they can fix any errors without serious consequences, keep training light. For highly critical skills, your training should include chances to practice and fail with feedback, just-in-time resources to help on the job, and a final assessment to show mastery of the objectives.

Minor Rework

Significant Damage

- Reading
- Short Video
- One-way webcast
- Just-in-time performance support

- Practice with feedback is vital:
- OLT for scripted feedback
 - MOOC for peer feedback
 - VILT for expert feedback
- Add just-in-time performance support
 - Add a final performance-based assessment

URGENCY

Some solutions take longer to develop. If you need something out right away, stick with simple, minimally polished solutions. For training that is expected to have a long shelf-life with high repeatability, it makes sense to put more up-front time into design, multiple reviews, editing, graphics, and programming. In many cases, a combination of current and long-term solutions can be used.

Immediate

Time to Plan Ahead

- Reading
- Webcast with subject matter expert
- Unscripted video
- Just-in-time performance support

- VILT
- OLT
- Scripted video with higher production value

- MOOC

COMPLEXITY

Take a good look at your learning objectives. Are you adding a few points to what your learners already know, such as updated product features? Or are you teaching a skill that includes a lot of new concepts? For low-complexity projects, don't over-invest. For more complex topics, break the content into meaningful chunks, and build a guided curriculum with opportunities to practice and receive feedback.

A Couple of Key Points

Large Body of Information

- Reading
- Short video
- Just-in-time performance support

- OLT
- VILT

- Map of curated materials
- Series of OLT modules
- Series of VILT courses
- MOOC

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