

Job Aid: Informal Learning “Baby Steps”

Phase	Instead of...	Consider More Social Tools/Methods Such As...
Assessment	<ul style="list-style-type: none"> • Focus group meeting • Online survey 	<ul style="list-style-type: none"> <input type="checkbox"/> Post key performance assessment questions in a blog post and invite key stakeholders to post their responses & discuss key performance challenges with you and each other (www.wordpress.com) <input type="checkbox"/> Establish a respondent community on Twitter, then tweet a needs assessment survey question <input type="checkbox"/> Allow others to revise, add comments, etc. using a wiki (www.wiki.com.) Use the wiki to gather initial ideas about audience needs, performance issues and contributing factors in a shared online document
Design	<ul style="list-style-type: none"> • Designing a workshop • Leading a webinar • Developing e-learning module • Uploading content to Sharepoint • Hosting a conference call 	<ul style="list-style-type: none"> <input type="checkbox"/> Create a hashtag and invite the group to Twitter during and after the course or conference call...then later, post the Twitter transcript on the appropriate Intranet site/page (www.grouptweet.com) <input type="checkbox"/> Link to a central site where you and participants can post and access resources, links, questions & answers, and discuss specific topics, issues, products, etc. (www.ning.com) <input type="checkbox"/> Connect key positions (e.g. through LinkedIn, Yahoo Group, Twitter, etc.) and have them form a community or practice [email group] that you or a subject matter expert could moderate <input type="checkbox"/> Design m-learning content library that staff in key positions can access via their PDA (e.g. sales reps) <input type="checkbox"/> Oversee the process of having SMEs design & post short lessons for their peers/colleagues on a central site—your company’s internal version of youtube (WeTube?) -- You moderate/edit their posts
	<ul style="list-style-type: none"> • Sending out drafts for stakeholder review via email 	<ul style="list-style-type: none"> <input type="checkbox"/> Upload drafts to a wiki (www.wiki.com) and invite stakeholders to make edits directly onto a central community document (email them a link to the wiki) for version control and high collaboration
Delivery	<ul style="list-style-type: none"> • Classroom workshop • Online course • Guest speaker 	<ul style="list-style-type: none"> <input type="checkbox"/> Offer a professional coach (one-on-one or group) via TeleCoaching (www.cpsolutions.com) <input type="checkbox"/> Post facilitation questions & moderate online discussion space (www.blackboard.com) <input type="checkbox"/> Give top performers a Flip video camera and have them post visual best practices to an Intranet site <input type="checkbox"/> Offer “Corporate Facebook” page where staff can post hot tips & best practices (www.socialcast.com) <input type="checkbox"/> Connect key positions and have them form a virtual advisory group or community of practice (www.linkedin.com) Some tools work behind the firewall (www.present.ly, www.twitter.com/oratweet) <input type="checkbox"/> Participants email/text questions the day before, then guest speaker addresses them via webcast
	<ul style="list-style-type: none"> • New-hire orientation session/OJT 	<ul style="list-style-type: none"> <input type="checkbox"/> Send job aids and key docs to new hires via Twitter; invite them to tweet their Qs (www.filetwit.com) <input type="checkbox"/> Offer new hire integration and professional development via self-directed electronic tools that live behind your firewall (www.hitthegroundrunning.com)
	<ul style="list-style-type: none"> • Live brainstorming session 	<ul style="list-style-type: none"> <input type="checkbox"/> Have virtual breakout groups generate & submit ideas (www.mindapp.com, www.imindmap.com) <input type="checkbox"/> Facilitate virtual meeting using conceptual software (www.xplane.com)
	<ul style="list-style-type: none"> • Project status report • All-staff bulletin • Staff meeting to share news 	<ul style="list-style-type: none"> <input type="checkbox"/> Post recorded Webex session on blog site where presenters and participants can have or continue interactive topic-related discussion afterwards via Yammer, Twitter, blog posts, etc. <input type="checkbox"/> Email audio- or video-cast that’s downloadable to ipod or PDA (www.screencast.com)
	<ul style="list-style-type: none"> • Live teambuilding or training session 	<ul style="list-style-type: none"> <input type="checkbox"/> Host a virtual teambuilding or experiential learning session in Second Life (www.secondlife.com) <input type="checkbox"/> Host a “Virtual Pizza Party” over Webex, Netmeeting, etc. (Idea: email an electronic coupon for the pizza, e.g. through www.pizzawars.net)
Evaluation	<ul style="list-style-type: none"> • Level 1 evaluation Post-session follow-up calls 	<ul style="list-style-type: none"> <input type="checkbox"/> Guide participants to a post-session blog space where they can leave comments, questions, feedback, links and upload docs to share post-training experiences back on the job (www.yonkly.com)