

Roadmap for Choosing Web 2.0 Tools for Training

Learning 2010

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Social Media in Learning

Software that encourages team participation towards an organizational goal.

Remember “groupware”?



Learning Technologies in Use at RU

Social Networks	Discussion Forums, MiniBlogs, Twiki, Sharepoint
Virtual Classroom	Adobe Connect, Webex, MS LiveMeeting, GoToMeeting
Podcasting	Sony ACID Pro, Audacity
EPSS	Captivate & Robohelp
Interactive Satellite	Helius / OneTouch
Video on Demand (VOD)	Leawo, Helius / OneTouch, FlashForms, Flash
Interactive Video on Demand (IVOD)	Helius / OneTouch, FlashForms, Flash



When Do You Use What?



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Four Guideposts for Applying Technology to Learning

- Performance DNA (HPI Analysis & Dev)
- Performance Support Theory (Gottfredsen & Mosher)
- Common Sense
- Social Capital

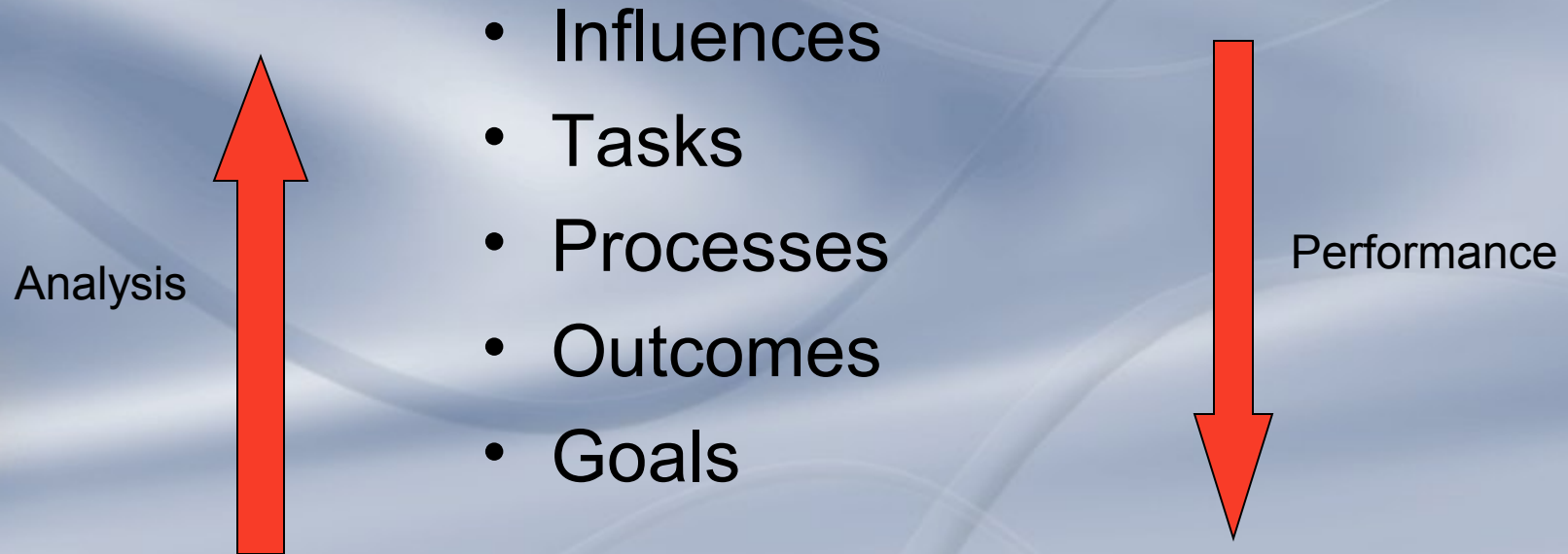


Performance DNA

- “Finding what’s right to fix what’s wrong”
- Based on exemplars
- Bias towards job aids
- All RU team members trained in PDNA Analysis, Design, & Development



Performance DNA Analysis Process



Gottfredson & Mosher's Five Moments of Need

- For first time
- When need to learn more
- When trying to remember
- When things change
- When something goes wrong

Source: Conduit TecKnowledgey Performance Support Lab & Seminar

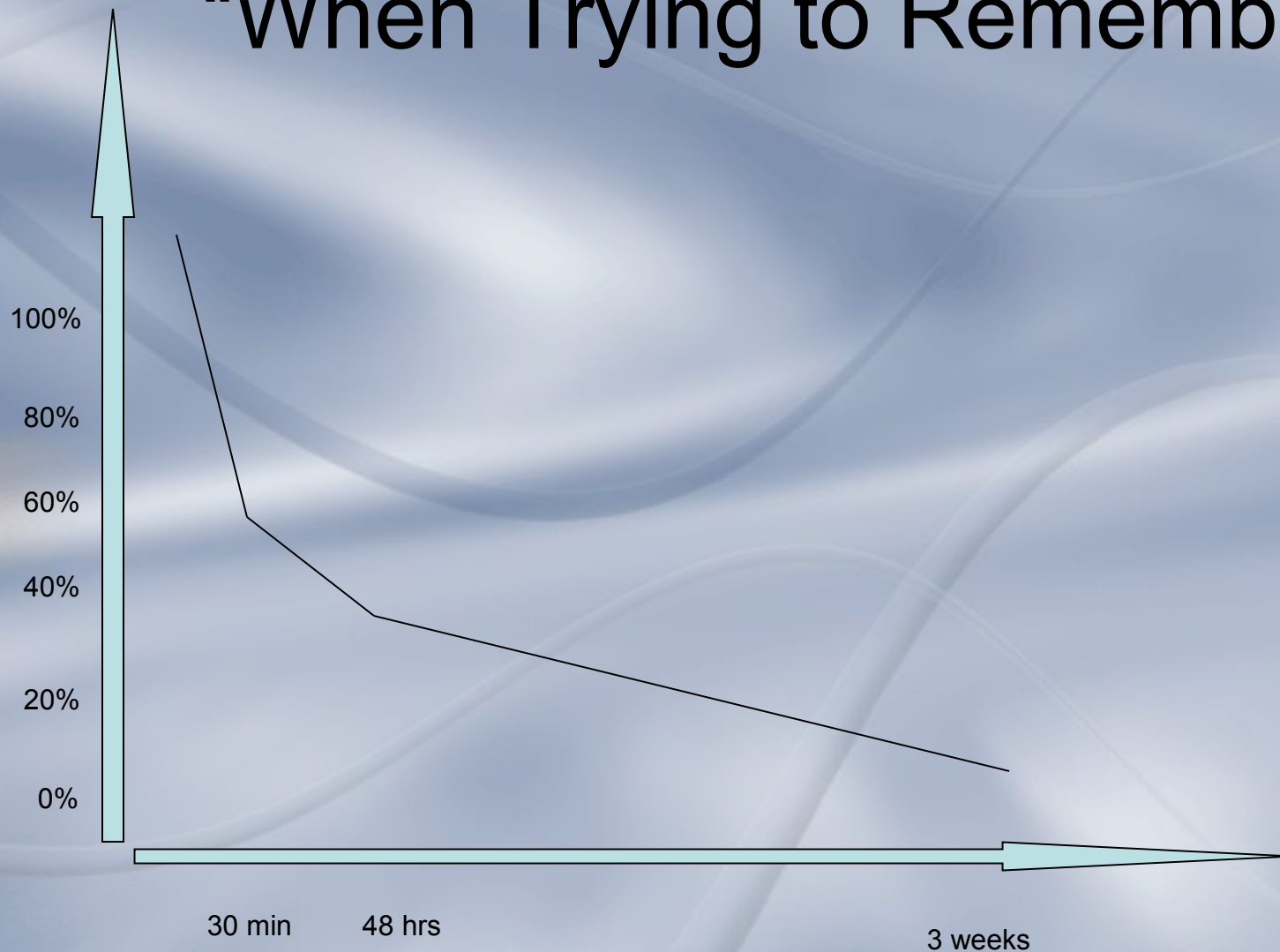


Five Moments of Need by Delivery Method

Need	Delivery Methods
First time	ILT, Synch VC, Asynch WBT, PS, EPSS
Need to learn more	ILT, Synch VC, Asynch WBT, PS, EPSS
When trying to remember	PS, EPSS, Blog, Wiki, Podcast, Newsletter
When things change	PS, EPSS, Blog, Wiki
When things go wrong	PS, EPSS, Blog, Wiki



Knowledge Retention – “When Trying to Remember”



Source: Ebbinghaus, 1885.

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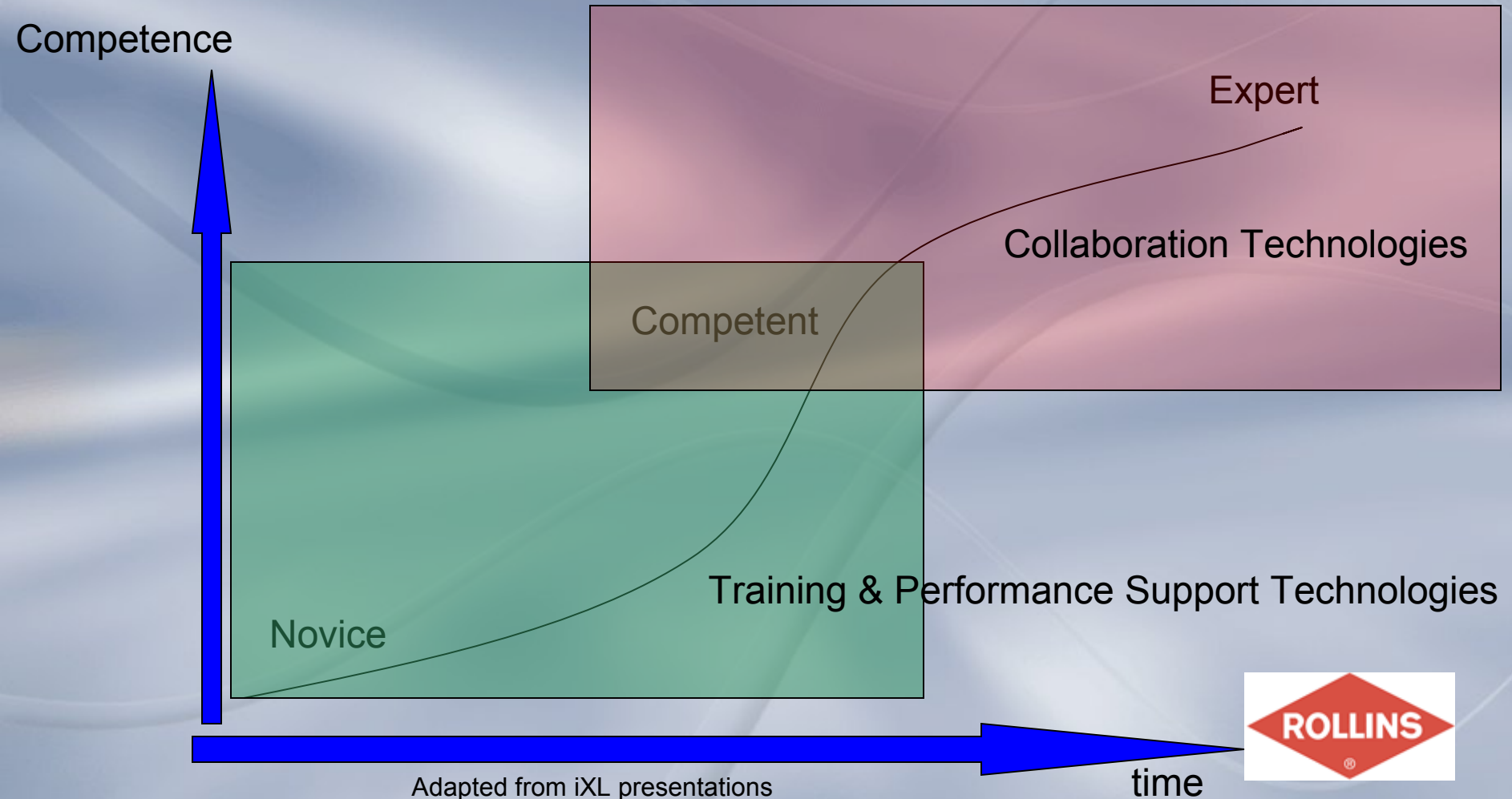
Fighting the Forgetting Curve

Train as close as possible to “apply” time

- Schedule formal training appropriately
- Provide performance support
- Always update performance support ASAP
[Wikis are made for this]



Learning Curve



Adapted from iXL presentations

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Social Capital: The Fourth Gudiepost

“..that in life which tends to make these tangible substances count for most in the daily lives of people: namely good will, fellowship, sympathy, and social intercourse among the individuals and families who make up a social unit “ L.J. Hanifan circa 1916

the collective value of all 'social networks' and the inclinations that arise from these networks to do things for each other . Robert Putnam circa 2000

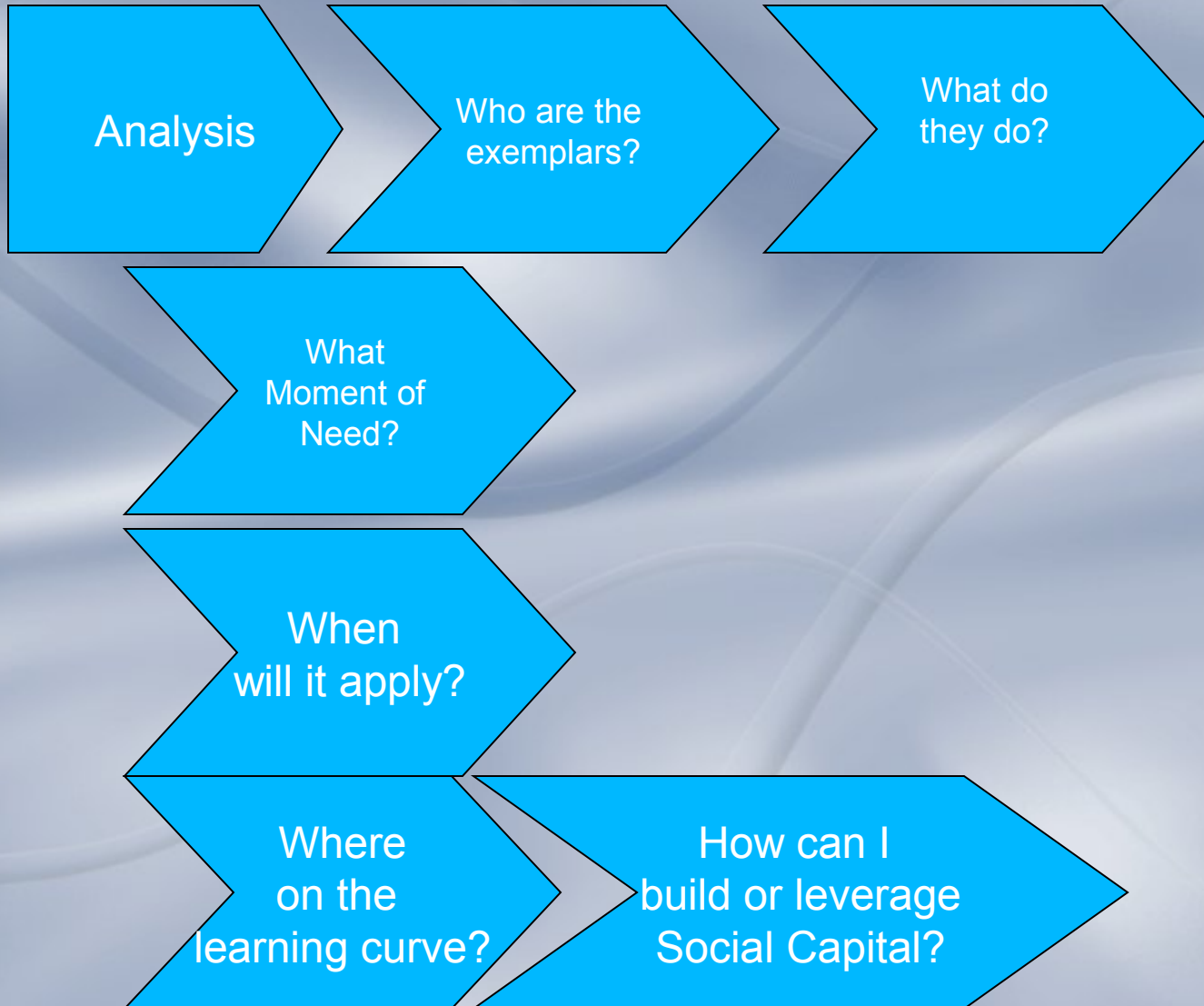


Social Capital in the Enterprise

- What are some manifestations of social capital?
- When do you know it's increasing?
Decreasing?
- What can influence social capital in the workplace?



Building Your Roadmap



User Uptake

- Make sure they are well integrated in your environment
 - linked to your email system for notifications
 - part of single sign on, if possible
- Change management is important
 - Don't overload users with change
- Email habit is hard to break
 - You know you're making progress when ...
- Have a clearly defined business reason for the tool



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