

How To Make eLearning Stick

More and more training is being delivered via the internet, your company's intranet, or CD. Research shows that people learn RESEARCH 20% more this way, but how do you get them to *use* what they are learning? How can you make this training *stick*?

Whether the training is on anti-harassment, widget installation and repair, or customer service, following these simple steps enable people to transfer their learning to what they actually do on the job.

If you are their manager or training sponsor

The person or people you send to training will learn more and use it on the job if you:

- Enroll many people at once. Encourage them to help each other and ask each other questions. When it comes to learning, there's strength in numbers.
 - Before you sign people up for the training, make a list of three to five of the most important things that you want them to learn and how these will help them do their jobs better. Share these with them.
 - Inform them how this training/learning will help them, your department, and/or your organization reach a strategic business goal or objective.
- Re-read the description of the training. Are your expectations realistic? Will people really learn what you think they will in this training? If necessary, get more information about it, or, enroll one person to check it out.
 - Encourage the people to do the training at home (if possible), or away from their desk. If this isn't possible, suggest they do the training at a time when they're least likely to be disturbed or distracted. Research shows that trainees who are interrupted and distracted (even when they are distracting themselves) are less likely to learn and to apply what they have learned.
 - If you know someone else who has taken the training, suggest that people contact this person and find out what this person learned and how they are using it.
 - Ask each person, or the course administrator, to notify you when they have completed the training. Then discuss with them what they learned and how they can use it to do their jobs better.
 - Make sure that they are able to use their new skill(s) and learning right away once they have completed the training. If people don't begin using what they learn within 24 hours after training, they RESEARCH
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- Follow up at appropriate intervals to see how people are doing using their new skills, and if they would like additional assistance or support.

If you take an eLearning class:

- Make a list of 3-5 things you want to get out of training.
- Think about how using it will help you do your job better or reach a business goal.
- Re- read the description of the training. Are your expectations realistic? If you aren't sure, consider requesting more information before you enroll.
- Make a list of questions you want to have answered when you've finished the training.
- Contact someone who has attended the training previously. Ask them what they learned and how they are using it. Ask if they would be willing to stay in touch to answer questions and coach you if needed.
- Arrange to do the training away from your desk, if possible. Or, if that's not possible, do the training at a time when you are not likely to be interrupted. Put your phone on voicemail.
- Consider hanging a sign on the back of your chair that says, "Training: Please don't disturb." You will learn more if you are not distracted and interrupted.
- Don't interrupt or distract yourself, either. If papers on your desk will make your mind wander, put them away or cover them up.
- Find a "training buddy" – someone who's also taking the training – so

you can communicate about what you're learning (or not learning!).

- Within 24 hours after the training, make it a point to practice using what you've learned. If you don't use it and quickly, you'll lose it.
- In your planner, list 3-5 new skills or behaviors that you want to use or try out. Carry these forward for at least three weeks.

Remember, why are you taking the training in the first place? If your answer is "to learn something so I can do my job better", following these simple tips will help make your training stick.

Barbara Carnes, Ph.D., is President of Carnes and Associates, Inc., specialists in workplace learning. She is co-author of two books, *Making Training Stick*, and *The Making Training Stick Field Guide*. For more tips on how to make training stick, visit her website: www.CarnesandAssociates.com

