Creating Space for Online Learning

May 18, 2018
Learning Objectives

By the end of the webinar, you should be able to:

- Describe the importance of connecting individual professional learning to organizational goals.
- List at least three ways to immediately begin incorporating online learning into daily work routines.
- Overcome common obstacles to effective online learning
- Identify resources for online learning
Type your response in the question area

Why did you sign up?
What do you want to learn?
1st Section – Workplace Learning and Its Role in Fulfilling Your Library’s Mission

Describe the importance of connecting individual professional learning to organizational goals.

• Online Learning Motivation
• Making Learning a Library Priority
• Modern Learners
Pre-work Recap
People are motivated by:

• **Autonomy**: People want to have control over their work/lives.

• **Mastery**: People want to get better at what they do.

• **Purpose**: People want to make a contribution to something larger than themselves.

• **Relationships**: People need personal connections.

How can you help meet these needs?
Incorporate Learning as a Library Priority

- Connect to library mission
- Incorporate into plans and assessments
- Create a culture of learning
Create a culture of learning

- Empower library staff through professional development and support—part of every job
- Maintain an organized staff development program with purposeful training plans and formalized expectations
- Support learning with funding and time
- Advocate and communicate the value of library training; buy-in from leadership and staff
- Emphasis on informal learning
Learning Culture Benefits

- Staff are motivated to seek learning opportunities
- Greater retention and application of new skills and knowledge
- Staff have more confidence; empowered
- Staff understand the need for change
- Staff work together toward common goals
Plan for Your Library Learning

- Staff Development Plan
- Competencies
- Self-Directed Learning Program
- Personal Learning Plan
- Onboarding and Annual Reviews
MEET THE MODERN LEARNER

As training moves to more digital formats, it's colliding with new realities in learners' jobs, behaviors, habits, and preferences.

Today's employees are overwhelmed, distracted, and impatient. Flexibility in where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their own development.

DOWN THE SPINE:

OVERWHELMED...

- 5% of the global workforce is expected to be "mobile" by the end of 2018.
- 37% of full-time employees do most of their work somewhere other than the employee's location.
- 20% of work force comprised of temps, contractors, and freelancers.

UNTETHERED

ON-DEMAND

Employees are accessing information and learning differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

- 50% of people turn to their smartphones to find just-in-time answers to unexpected problems.
- To learn what they need for their jobs, employees access search engines, videos, and websites.

COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions.

- ~80% of workforce learning happens via on-the-job interactions with peers, teammates, and managers.
- 55% of training courses are delivered by an average of 2,000+ peer learners.

EMPOWERED

Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren't getting what they need from their employers.

- 62% of IT professionals who report having kept out of their own pockets.
- 38% of workers who say they have opportunities for learning and growth at their workplace.
- 2½ to 5 ratio of years of many professional skills.

IMPATIENT...

- 4 minutes, people unplug their smartphones up to 9 times every hour.
- 1% of knowledge workers actually complain that they don't have time to do their jobs.

DISTRACTED...

- Most learners won't watch videos longer than 4 minutes.
- 27% of time workers spend on things that offer little personal satisfaction and do not help them get work done.

Bersin by Deloitte
What do modern learners want?

• Learning that is micro and online—on demand.
• To be empowered by workplaces that are more supportive of learning.
• Time and support for training.
• Collaborative learning opportunities.
Figure 1: How Useful Are the Following Ways for Workers to Learn in the Workplace?

- Sharing knowledge with my team: 2% Not Important, 11% Somewhat Important, 31% Very Important, 56% Essential
- Web search for resources: 3% Not Important, 17% Somewhat Important, 33% Very Important, 47% Essential
- General meetings and conversations: 2% Not Important, 20% Somewhat Important, 38% Very Important, 40% Essential
- Professional networks / communities: 3% Not Important, 23% Somewhat Important, 36% Very Important, 38% Essential
- External news feeds and blogs: 10% Not Important, 25% Somewhat Important, 39% Very Important, 26% Essential
- Content curated from external sources: 9% Not Important, 32% Somewhat Important, 38% Very Important, 21% Essential
- Self-directed study / courses: 14% Not Important, 34% Somewhat Important, 34% Very Important, 18% Essential
- Internal company documents: 15% Not Important, 40% Somewhat Important, 30% Very Important, 15% Essential
- Performance support / job-aids: 20% Not Important, 36% Somewhat Important, 28% Very Important, 16% Essential
- Company training / e-learning: 24% Not Important, 39% Somewhat Important, 21% Very Important, 16% Essential

2\textsuperscript{nd} Section – Incorporating Online Learning into Daily Life

Strategies for incorporating online learning into your daily work routines.

- Time Management
- Learning Independently
- Learning Together
I'm already so busy. How can I find time for learning?
Have you tried the Pomodoro Technique?

1. Identify a task/goal.
2. Set a timer to 25 minutes.
3. Focus on the task until the timer goes off.
4. Take a quick break (3-5 minutes).
5. If possible, set the timer to 25 minutes again.
6. Every 4 Pomodoros, take a longer break (10-30 minutes).

https://tomato-timer.com/
TIMEBOXING

Instead of “I will focus on this task until it is complete”,

“I will focus on this task for 20 minutes.”
If you want it to happen, schedule it.
Your To-Do List

- Work
- Call John
- Send report
- Notify about meeting
- Home
- Milk
- Salad
- Diapers
<table>
<thead>
<tr>
<th>8:00 – 8:15</th>
<th>12:30 – 12:45</th>
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</thead>
<tbody>
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<td>12:45 – 1:00</td>
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<td>8:30 – 8:45</td>
<td>1:00 – 1:15</td>
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<td>12:00 – 12:15</td>
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<tr>
<td>12:15 – 12:30</td>
<td>4:45 – 5:00</td>
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How do you SPEND YOUR TIME?
Habits & Routines

Can you make learning a part of your routine?
Ready to establish a new learning habit?

“Most of the choices we make each day may feel like the products of well-considered decision making, but they’re not. They’re habits.”
— Charles Duhigg
<table>
<thead>
<tr>
<th>Important</th>
<th>Urgent</th>
<th>Not Urgent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td></td>
<td><img src="heart.png" alt="Heart" /></td>
</tr>
</tbody>
</table>

The cell with the heart symbol represents items that are both urgent and important.
Learning Independently
Tool: Personal Learning Plan

Managers:
Ask about their expectations. What outcomes do they expect? What are they willing to do to achieve those results?
## Personal Learning Plan

<table>
<thead>
<tr>
<th>Goals / skill to develop</th>
<th>Staff Action or Learning Activity</th>
<th>Resources Needed</th>
<th>Target Date</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Customer Service</td>
<td>Read “How to Wow Customers”, from</td>
<td>1 hour</td>
<td>March 12</td>
<td></td>
</tr>
<tr>
<td>identifying customer</td>
<td>the on-line resources.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>needs and providing the</td>
<td>Register for and attend “Customer</td>
<td>6.5 hours</td>
<td>April 3</td>
<td></td>
</tr>
<tr>
<td>best service</td>
<td>Service Training”</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Technology</td>
<td>Register and attend Advanced</td>
<td>6.5 hours</td>
<td>April 23</td>
<td></td>
</tr>
<tr>
<td>Technical skill</td>
<td>Searching classes.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>development and</td>
<td>Meet with Mary. to learn how to</td>
<td>1 hour</td>
<td>May 1</td>
<td></td>
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<tr>
<td>improvement</td>
<td>set up a simple database</td>
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</tbody>
</table>
Learning Goals

• My learning goal for (subject/topic) is:  
  (What will you learn and when will you learn it by?)

• To achieve my learning goal, I must learn:  
  (What specific knowledge, information, skills do you need to acquire?)

• To acquire that knowledge, I will use:  
  (What specific resources will you use?)

• To determine whether I have achieved that goal, I will:  
  (What criteria will you use to determine whether you have met your goal?)

• To demonstrate that I have achieved my goal, I will:  
  (How will you prove that you have achieved your goal?)
Learning Together
Each One, Teach One
One of the best measures of learning is the ability to teach others.

• Every person who attends training is expected to train someone else, to share the learning experience.
• Study groups
• Learning partners
• Internal blogs, post webinar meetings, learning presentations
3rd Section – Ready to Learn

- Being a successful online learner
- Measuring your success
- Identifying resources for online learning
What’s your **ideal** learning environment?
How can you avoid **INTERRUPTIONS**?

• Set parameters for interruptions.
• Communicate “unavailable” and “available” time.
• Find a workspace that is conducive to focused attention.
• Be aware of workplace activity trends.
• Consider purchasing noise cancelling headphones.
How to be a successful online learner

• Motivation is key and persistence is the linchpin
• Set goals; individual and organizational
• Practice time management
  • How many minutes or hours per week can you devote?
  • Create a to do list with (early) deadlines and due dates.
• Communicate; with instructors and with peers
• Create your ideal environment; no interruptions and distractions.
Stick with it!

“I never teach my pupils. I only attempt to provide the conditions in which they can learn.”

Albert Einstein
Beyond the learning EVENT...
Measuring Your Success
Poll: What is your preferred type of online learning?

- Webinar
- Online course
- Video
- Podcast
- Self-paced tutorial
Free Training Resources: Let’s Share

1. Infopeople
2. ALA eLearning
3. WebJunction
4. Wyoming State Library
5. Library Schools, Systems, and State Libraries
   • Reaching Across Illinois Libraries (RAILS)
   • Colorado State Library
   • Nebraska Library Commission
   • Idaho Commission for Libraries
   • Texas State Library
   • Indiana State Library
What is one thing you will do within the next week as a result of having participated in this webinar today?
Questions?