

# Activity Sheet

Effective education is more like an \_\_\_\_\_ than a \_\_\_\_\_.

Three keys to building credibility as an NPD specialist:

- 1.
- 2.
- 3.



Microlearning is a method of delivering training content in \_\_\_\_\_, topic-focused units.

Refresher training \_\_\_\_\_ previous training or existing knowledge.

## Spaced learning:

- Results in long-term retention
- Reduces \_\_\_\_\_ load
- Enables time for processing new information

## Repetition:

- Keeps learning topics fresh
- Encourages \_\_\_\_\_ of information
- Addresses the need to \_\_\_\_\_

## Recommendations for microlearning refreshers:

- Keep it \_\_\_\_\_ and \_\_\_\_\_
- Use a variety of \_\_\_\_\_ methods
- Track business \_\_\_\_\_



## Notes

# A Refreshing Approach

## Consultation

- ✓ Does the audience have prior knowledge of the topic?
- ✓ What prompted the request for training?
- ✓ What current evidence or data is there to support training?
- ✓ What is the ideal business outcome?
- ✓ How will we know if the training is successful?



**Propose alternative solutions instead of saying “no.”**

## When to Use Microlearning Refreshers

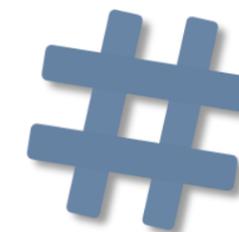


- ✓ If in-depth training already occurred.
- ✓ If learners have existing knowledge of the information.
- ✓ If there is a drift in practice.
- ✓ If the content can be delivered in short segments.

**Spaced learning and repetition help with retention.**

## Microlearning Refresher Prompts

- ✓ What's the latest viral video challenge?
- ✓ What's the latest hashtag trending on Twitter?
- ✓ What's the most played song on the radio?
- ✓ What games are at the top of the iTunes chart?
- ✓ What videos are trending on YouTube?
- ✓ What's the most talked about movie?



**Stay away from controversial topics. Keep it fun!**

# Examples



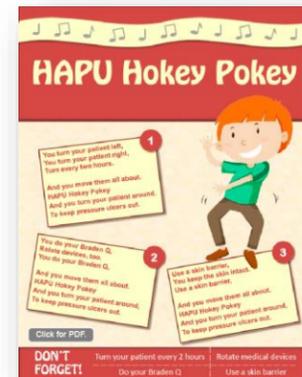
**Campaign Postcards**  
Created using PowerPoint.



**Star Wars Themed eLearning**  
Developed in Adobe Captivate.



**Solve the Mystery Online Interaction**  
Developed in Articulate Storyline 2.



**Sing Along**  
Created the flyer in PowerPoint and recorded the audio with a video camera microphone.



**Pokémon Themed Online Game**  
Developed in Articulate Storyline 2.



**Christmas Video**  
Created using Powtoons.

# Class Is Over, Now What?

## Transform Quality with Microlearning Refreshers

In 2016, Children's Health took a different approach to HAC training. Instead of mandatory, annual education on all HACs, we rolled out monthly HAC Refreshers.

### Training Analysis



Our data showed positive results immediately after the education, but that trend didn't continue.



Staff generally knew what to do, so we needed a way to address the drift in practice.

### Refresher Benefits



Spacing out learning over time gives staff less information to process at once and more time to learn it, resulting in better long-term retention.



Learners only have 1% of a typical work week to focus on training and development. Short refreshers make the most of that time. \*



Refresher training can take as little as 4 – 12 hours to produce so the cost of developing training is reduced.

\* Source: The Myth of Micro-learning, Sharon Boller, May 2015

### Business Outcomes



Approximate 15% reduction in Hospital Acquired Conditions from the 2014-2015 baseline.



We got off the rollercoaster and are starting to see sustained improvement in multiple HACs.