

Maximizing Workplace Engagement

to Close Skill Gaps

Introduction

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The Challenge



LinkedIn Learning published their 2018 Workplace Learning Report which surveyed 4,000 professionals (Talent Developers, People Managers, Employees, and Executives) with the “goal of providing a holistic view of modern workplace learning”.

The Main Question

Why do employees demand learning and development resources, but don't make time to learn?



94%

OF EMPLOYEES WOULD STAY
AT A COMPANY LONGER IF IT
INVESTED IN THEIR CAREER



Yet

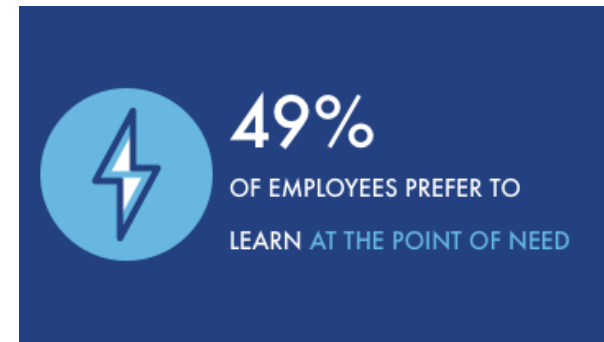
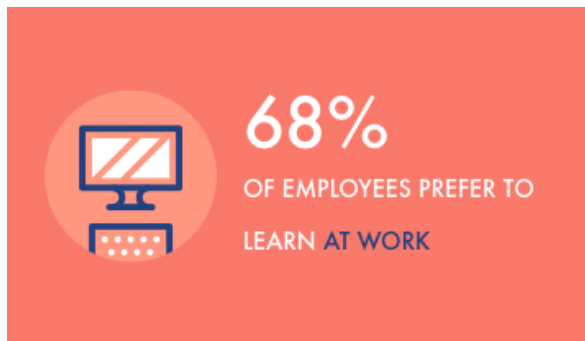
#1

REASON EMPLOYEES FEEL HELD
BACK FROM LEARNING IS BECAUSE
THEY DON'T HAVE THE TIME

- 94% of employees would stay at a company longer if it invested in their career development – YET – the #1 reason employees say they are not engaging in the workplace is because they don't have the time.
- 85% of employees are not engaged or actively disengaged at work.

What Do We Know?

The modern employee wants to take time to learn when they're in the office.



- 68% of employees prefer to learn at work
- 58% of employees prefer to learn at their own pace
- 49% of employees prefer to learn at the point of need

How Do We Solve?

56% of employees say they would spend more time learning if their manager suggested a course to improve skills

- Know your learners
- Design learning to suit learners
- Make learning a part of the workplace experience

There Is Science Behind It

- Traditional Learning Theories
 - Behaviorism
 - Connectivism
 - Constructivism
- Modern Adult Learning Theories
- Taking a page from Game Design

Modern Adult Learning (Andragogy)

1. Adults need to be involved in the instruction process
2. Adults learn best when the topic is of immediate value
3. Adults need to learn experientially
4. Adults approach learning as problem-solving

<https://www.td.org/newsletters/atd-links/the-fundamentals-of-adult-learning>

<https://elearninginfographics.com/adult-learning-theory-andragogy-infographic>

<https://elearningindustry.com/6-top-facts-about-adult-learning-theory-every-educator-should-know>



The Scenario

“Bad Manners in the Break Room”

Your company has recently seen a spike in breakfast food thefts in their break room. The company provides lunch, but does not offer breakfast.

Employee onboarding includes a section on break room etiquette, but this has not been effective. Management decides that a new training approach is required. The challenge is how they make sure the lesson sticks.

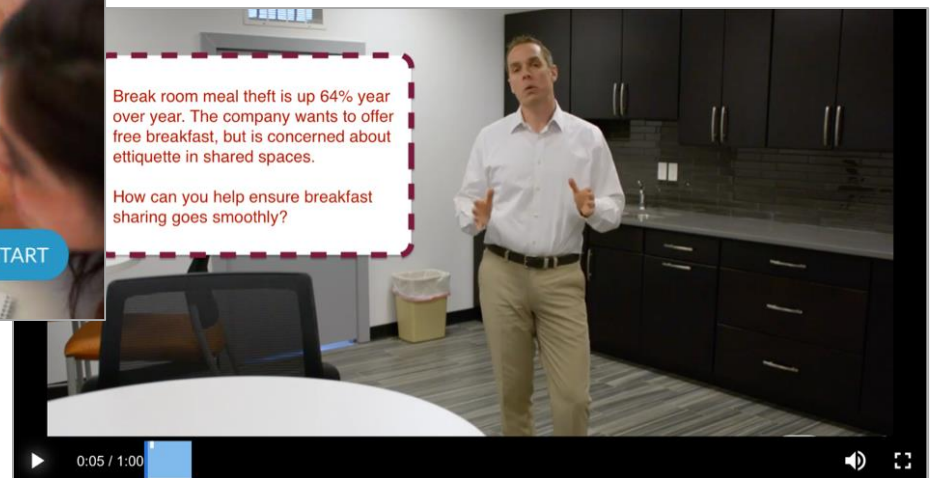
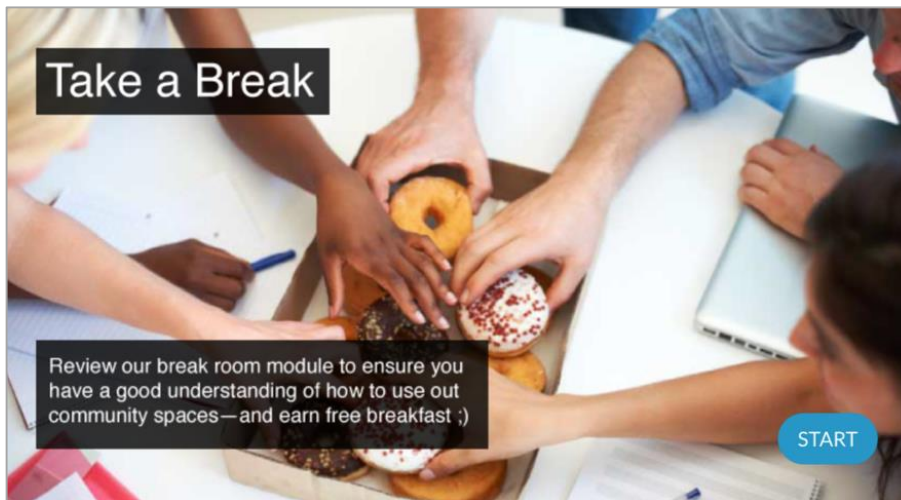
Engagement Strategy 1: “Identify and Reinforce Behavior”

1. **Present Scenario:** create scenario-based instructional material
2. **Positive Reinforcement:** reward the learner
3. **Negative Reinforcement:** withhold incentives and remediate

Traditional Learning Theory: Behaviorism

Andragogy: Adults learn best when the topic is of immediate value
Adults need to learn experientially

Engagement Strategy 1: “Identify and Reinforce Behavior”




1. Present Scenario

Engagement Strategy 1: “Identify and Reinforce Behavior”

Question 1 of 1 Hint ?

If you find doughnuts left in a closed box in the break room, then you should...



- Take one, so there's enough left for others
- Send a thank you message to the person that brought them
- Take at least two to tide you over
- Remove your favorites and hide them in the fridge for later




Free Pastries!

2. Positive Reinforcement

Engagement Strategy 1: “Identify and Reinforce Behavior”

Question 1 of 1 Attempt 1 / 3 Hint ?

If you find doughnuts left in a closed box in the break room, then you should...



- Take one, so there's enough left for others ❌
- Send a thank you message to the person that brought them ❌
- ❌ Take at least two to tide you over
- ❌ Remove your favorites and hide them in the fridge for later

Try Again



3. Negative Reinforcement

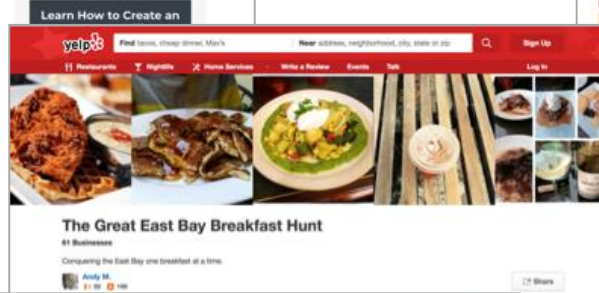
Engagement Strategy 2: “Connection and Networking”

- 1. Definition:** learner must research commonalities, connections, and distinctions of possible solutions
- 2. Iteration:** learner must create their own resource from information gleaned from their research
- 3. Distribution:** learner posts their research along with their own synthesized opinion


Traditional Learning Theory: Connectivism

Andragogy: Adults need to be involved in the instruction process
Adults need to learn experientially

Engagement Strategy 2: “Connection and Networking”



Here are 10 ideas for easy, satisfying desk breakfasts.



(Image credit: Faith Durand)

- Oatmeal:** Consider making a giant batch of oats on Sunday evening, then dividing it into single-serve containers that you can grab out of the fridge before you head to work. Heat it up or enjoy it at room temperature.
 - [How to Make Your Own Flavored Instant Oatmeal](#)
 - [Recipe: Mocha Crunch Oatmeal](#)
 - [Recipe: Frozen Single-Serve Oatmeal with Almonds & Dried Cherries](#)
- Overnight Oats:** If heating up your breakfast isn't an option, or you simply prefer a chilled oats, consider overnight oatmeal. This is one of those super easy, almost too good to be true breakfasts and it's perfect for chowing down at your desk.

1. Definition

Engagement Strategy 2: “Connection and Networking”

Find Your Perfect Breakfast Match and Make it a Morning

Not a morning person? Have no fear. Whether you know it or not there is a perfect breakfast out there for you...or at least a decent one to get you going in the morning. Take our quick little quiz to find out what kind of breakfast person you are, and find yourself a perfect morning match! Don't worry we won't judge—Lox on a cinnamon raisin bagel sounds delicious :P



Question 1 of 2

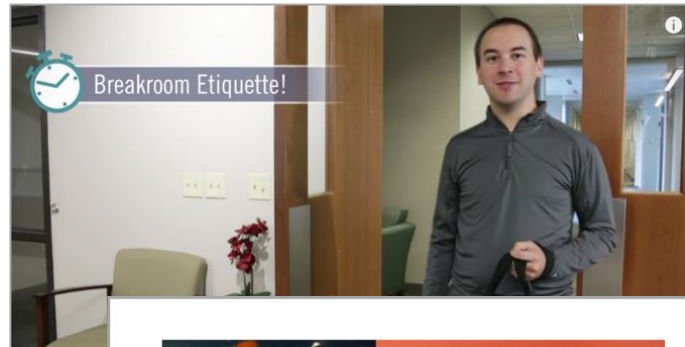
Complete the following statement: "For breakfast, I typically..."



Store food at work

Purchase food

Bring food from home



Rudy's Can't Fail Cafe



2. Iteration

Engagement Strategy 2: “Connection and Networking”

BREAKFAST RECIPES FROM THE KITCHEN

10 Easy & Satisfying Desk Breakfasts to Start Your Day


by Kelly Foster
Jan 24, 2014

Head writer
BREAKFAST
TIPS & TECHNIQUES


I can't tell you the last time I ate breakfast at home on a work day. I'm definitely not one of those people who can skip breakfast and calmly sail through the morning on just a cup of coffee. No way! Breakfast is an absolute must for me. I need a satisfying, filling meal that can carry me through the morning.

I like a desk breakfast that's simple, mess free and preferably one that can be prepared ahead of time. If you're eating breakfast at your desk, also consider your office-mates — they probably don't want to smell what you're eating.

Here are 10 ideas for easy, satisfying desk breakfasts.




KITCHEN VIDEO OF THE DAY



Research

Find Your Perfect Breakfast Match and Make it a Morning

Not a morning person? Have no fear. Whether you know it or not there is a perfect breakfast out there for you...or at least a decent one to get you going in the morning. Take our quick little quiz to find out what kind of breakfast person you are, and find yourself a perfect morning match! Don't worry we won't judge—Lox on a cinnamon raisin bagel sounds delicious :P



Employee-generated

3. Distribution

Engagement Strategy 3: “Solve a Problem Collaboratively”

- 1. Challenge:** present a constructive challenge: “How can you avoid eating someone else’s breakfast?”
- 2. Explore:** task groups with seeking expert knowledge (research) and assess with critical thinking composition.
- 3. Present:** share findings and perspectives as a group.

Traditional Learning Theory: Constructivism

Andragogy: Adults approach learning as problem-solving
Adults need to be involved in the instruction process

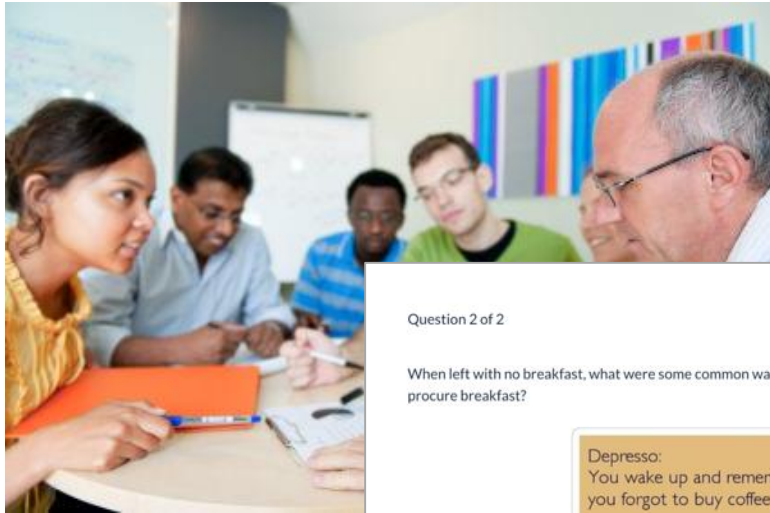
Engagement Strategy 3: “Solve a Problem Collaboratively”

“How can you
avoid eating
someone else’s
breakfast?”

“What are
strategies for
addressing those
who do steal?”

1. Challenge

Engagement Strategy 3: “Solve a Problem Collaboratively”



Question 2 of 2

When left with no breakfast, what were some common ways the the employees you interview procure breakfast?

Depresso:
You wake up and remember
you forgot to buy coffee



2/3 of employees surveyed said that they purchased breakfast when they had either forgotten breakfast or could not find the food they had left in the fridge. 1/6 of employees claimed that they skipped breakfast altogether. The other 1/6 said that they sourced breakfast from colleagues. The later 1/6 is where I believe we should focus our training.

Submit

Question 1 of 1

Complete the following statement: "For breakfast, I typically.."



Store food at work

Purchase food

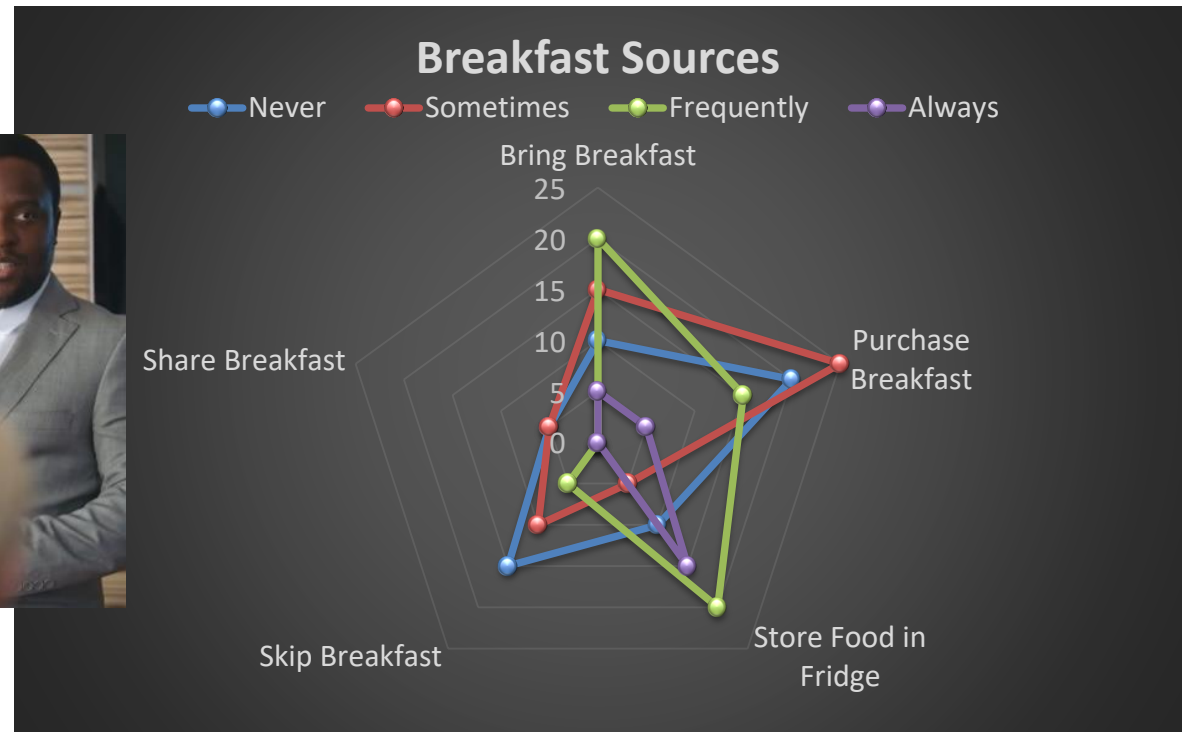
Bring food from home

Skip the meal

Submit

2. Explore

Engagement Strategy 3: “Solve a Problem Collaboratively”



3. Present

Maintain the Engagement

“It worked! How do I keep this up?”

Establish Trust



“I trust that there is a reason for engaging.”

Define Value



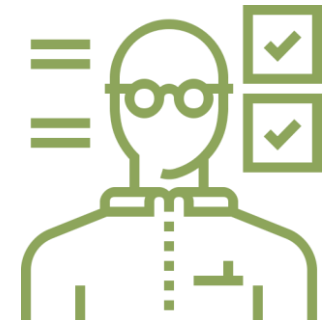
“I trust that this is a good use of my time.”

Make Relevant



“I trust that the training actions are relevant to the task.”

Aid
Comprehension



“I trust that my participation will result in understanding.”

Engage in the Workplace

Workplace Engagement Checklist

- Involve the learner in the instruction process
- Topics are of immediate value to learner
- Allow for experiential learning
- Present learning as problem-solving
- Start with action