

New-age work environments will rely on **CREATIVE LEARNING MODELS**

Employees depend on their employers to re-engage them in their workflow process.

The employer-employee environment has changed in ways that no one could have predicted over the last 18 months. From an increased focus on diversity and inclusion to prioritizing a flexible work environment, organizations have had to adjust. With Millennials making up 46% of the US workforce, their values like learning opportunities and a work-from-anywhere environment, should be key considerations for companies.

COVID-19 forced an environment that is slow to change, to pivot overnight. Many corporations have been hesitant to allow employees to work-from-home for years, but now, the excuses that were once given are no longer the hold up. We all know that the technology is there, and we've all seen that employees can be trusted to do their work even out of the sightline of a manager.

A recent Gallup poll found that, of 125 million full-time jobs, 60 million can be done remotely. With 50% of jobs able to be done outside of the physical office, employers are primed to use creative learning models to re-engage employees in the evolving work environment. Digital solutions that help ensure productivity are on the rise and innovative new workflows are helping industries rise to the occasion and provide needed support to employees.

E-LEARNING COMES NEXT

'The Great Resignation' has entered our lexicon and appears to be here to stay. From April to September of this year, 24 million US workers quit their jobs. And a study from Microsoft found that almost half of the world's workers are considering quitting. The reasons that

employees give range from burnout to safety, with four out of 10 Millennial and Gen Z workers saying that they'd leave their job if forced to come back to their offices full-time.

The question is no longer if workers will remain remote so, for businesses that want to retain and attract the best talent, the question must become: How do we keep employees loyal and engaged. Here are four ways I believe leaders can use e-learning to reengage employees:

1. USE MICROLEARNING TO MEET EMPLOYEES WHERE THEY ARE AND MAXIMIZE THEIR LEARNING PATHS.

Microlearning allows users to focus on bite-sized training opportunities. When the average worker has only 24 minutes to spare for training, it's important to maximize impact and minimize disruption. Utilizing videos and short how-to trainings rather than day-long sessions and binders of text, employers can empower employees to learn at their own pace. Additionally, microlearning offers a more cost-effective solution for employers with most estimates placing their costs at 50% less than traditional e-Learning courses.

2. CREATE IMPACTFUL USER EXPERIENCES.

We all remember the boring, mockable training videos of the past. But with digital e-Learning, this is no longer the norm or even acceptable. High-quality design should be the basis for all types of online training, and it should all be heavily influenced by an actual user's experience. One proven way to encourage training opportunities is through gamification. One study found that 89% of employees said

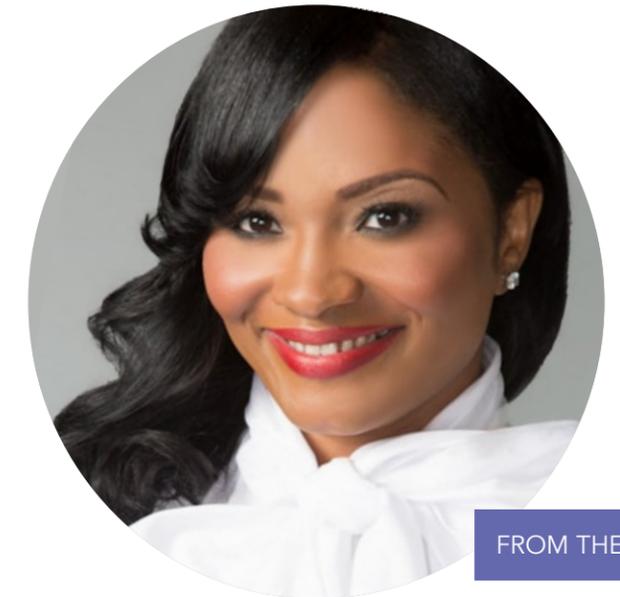
that a points-based system would make them feel more engaged in training, and another found that 95% enjoy using gamified software. Setting goals and rewarding employees for completing them is a key component to encouraging engagement in a digital, remote-first workplace.

3. STANDARDIZE PROCEDURES THROUGH TRAINING.

One thing that every sector and every department has learned about the new remote working world is the importance of communication. Overly communicating workflows and developing standardized procedures for everyday tasks is crucial for a team that is spread out. By deploying these SOPs through training, employees can commit new workflows to memory and pass skills assessment to attest to this learning. A clear plan for expectations and tactics to accomplish these can be laid out in a digital learning session.

4. CREATE LEARNING PATHWAYS AND MAKE THEM A PART OF INTERNAL CULTURE.

Even before the pandemic, Millennials and Gen Z reported that career growth and professional development are important factors in their job search. When it is a job-seeker's market, it's more important than ever to be able to boast an employee-first culture, especially one that prioritizes learning. By providing employees with tools that they can use to upskill or reskill themselves, workers feel like they are truly being invested in, which breeds loyalty in the long term. Most of these trainings can be easily adopted by utilizing an e-Learning platform and offering micro learnings about skills that are related to their jobs and beyond, like money



FROM THE US

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management and general leadership.

If nothing else, the past 18 months has taught us the importance of agility – personally and in business. In order to remain successful and stable, businesses need to utilize the tools at their disposal to transition into the growing digital, remote-first workplace. By utilizing e-Learning, teams can invest in their employees and increase productivity with strategic standardization deployment. None of us know for sure what tomorrow's workplace will look like, but we can all agree it's likely going to be online and offers unique opportunities to re-engage employees. ■

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