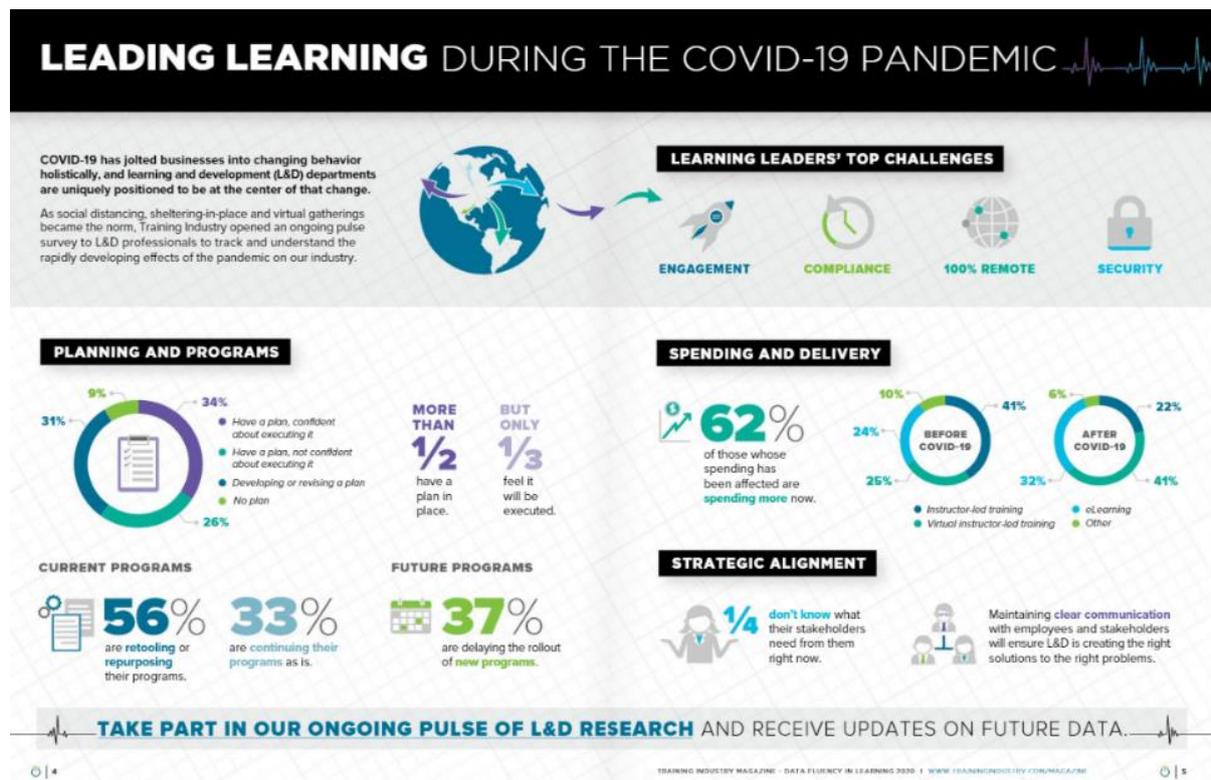


Virtual Learning – Top Challenges and How to Digitally Transform

As recently reported by NTN, [Covid-19 is fast tracking digital transformation](#). Businesses need to successfully train and support employees in the new virtual world, whilst ensuring people stay engaged, compliance regulations are met, and a sense of community remains intact.

[Training Industry](#) has been conducting an ongoing pulse survey to better understand the effects of the pandemic. This infographic below highlights key findings.



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Onboarding & Continued Learning Pre-Covid

New employees would typically receive swag on day one and have lunch with colleagues, creating a sense of belonging. They would have an hour or two with HR, in person, and IT would be nearby to setup their PC. The LMS would send out invites with details of assigned training and many businesses would schedule hours in the classroom. Day-to-day the help desk was available and quite often, just down the corridor if needed.

"Temporary" Pandemic Challenges Became a Reality for the Long-Term

The pandemic hit, the world had to "pivot" and millions of businesses transitioned to remote working. There was a colossal increase for Zoom, Teams, GoToMeeting usage and for many of us, we thought this would be temporary. Reality has truly set in and who knows when, if at all, we'll return to any working life that matched pre-Covid.

Help desk teams are facing challenges with supporting remote workers, many of whom are now allowed to use personal devices. Not forgetting, a high percentage of people have transitioned to using mobile devices. Documents need signing, yet not all staff have access to digitally signing software, a printer or scanner.

Many of you will know it's not easy to convert classroom training to virtual or eLearning! Yet it's crucial that the new remote offering is as good as what was offered face to face. It must be interactive, targeted, engaging, simple to use and easy to access. It's important we're able to understand each learner's needs and set out the expectations. Moving to remote learning doesn't make it optional! A high percentage of training being offered is still mandatory but is that how it's perceived?

Technology to Help Along the Journey to the Next Normal

We all learn in different ways and understanding everyone's preference remains crucial. We've found many clients have leveraged Learning Path equivalences to support this. By creating equivalences, learners can choose to attend online webinars or complete eLearning.

There's also been a huge uptake in Just-In-Time solutions, supporting businesses as they digitally transform how they create, consolidate, and deliver information across the organization. Whether resources are in SharePoint, the LMS or on the network, businesses are starting to deliver training in the flow of work. Not only can employees' access what they need when they need it, just-in-time learning steps the user through the process in real time. It's easy to teach any task in any software application, without disrupting workflow. Reduce end-user information overload and empower people to work smarter.

Stay safe and healthy.