



How Your Staff Really Learns Teams and SharePoint and Why You Might be Surprised.



Congratulations! You've launched Teams and your Intranet! How do you launch your training and user adoption programs?



You set aside hours every week for your staff to learn, train, explore and you tie learning to performance objectives. You plan to talk about their progress regularly at senior management meetings and ask your key influencers to ensure the governance policies and procedures are discussed and implemented during the team training working sessions.

But then you observe the total training time by individuals and departments, and you find yourself underwhelmed. Maybe your team doesn't need training? They know how to use Google...right? Not so fast.

The reality is, you're probably unaware of how your team learns. Over the last 10 years, we've talked with Management Teams and observed individuals to find out how employees learn technology and why some senior management teams don't have formal or semi-formal training programs. Four learning types emerged:



Out-of-time or Just-in-time learners

Uses Search (Google Search) to find answers fast and get back to work.



Browsers

Fast forwards lengthy training videos and watches what they need to learn vs watching a course from start to finish.



Replay

Focuses on a handful of course clips that are relevant and rewatches these videos frequently.



Educated, Focused and Studied

Complete course viewing sessions. Unlike most of the staff, these team members watch a course all the way through and they might watch the course rather than their favorite TV program.

So, 3 out of the 4 of the learning patterns don't necessarily equate to long hours spent training. The truth is that your staff jumps around from one of these styles to another, depending on how their day is going and their needs.

Here are four team members and their Digital Learning Profiles.

Individual Staff Digital Learning Profile



Staff Bio

Steve prioritizes accepting challenges and taking action. He values competent people and strives to be competent in his job. He prioritizes collaborating. Steve is motivated by social recognition, group activities, and relationships may fear loss of influence, disapproval and being ignored.

Steve values competency, action, concrete results, personal freedom, and challenges.

Work Location(s)

Office	<div style="width: 40%;"></div>
Home	<div style="width: 10%;"></div>
Field	<div style="width: 10%;"></div>
Manufacturing	<div style="width: 80%;"></div>
Store	<div style="width: 10%;"></div>

Age: 40

Role: Manufacturing Mgr.

Location: Corporate Head quarters

Role: Manager of Operations

Behavior Styles:
 Sees the big picture
 Can be blunt
 Accepts challenges
 Gets straight to the point

Hire Date: Jan. 2010

Digital Training Learning Style

🕒 **Just-in-timer** 🔍 **Browser**

📄 **Replayer** 📖 **Educated & Studied**

Recommended Digital Channels

LinkedIn	<div style="width: 10%;"></div>
Google	<div style="width: 80%;"></div>
RFP Sites	<div style="width: 10%;"></div>
Customer Sites	<div style="width: 10%;"></div>
Social Media	<div style="width: 10%;"></div>
Intranet News	<div style="width: 80%;"></div>

Career Goals

Head of Operations position desired.

Digital Personality

Influencer	<div style="width: 20%;"></div>	Late adopter
Engaged	<div style="width: 10%;"></div>	Disengaged
High	<div style="width: 10%;"></div>	Low

Skill Level

Software Use Cases

Outlook	<div style="width: 40%;"></div>
ERP System	<div style="width: 60%;"></div>
Excel	<div style="width: 50%;"></div>
Intranet	<div style="width: 40%;"></div>
PowerPoint	<div style="width: 10%;"></div>
Word	<div style="width: 60%;"></div>
Teams	<div style="width: 10%;"></div>

Hardware Devices

Desktop	<div style="width: 70%;"></div>
Laptop	<div style="width: 10%;"></div>
Mobile Phone	<div style="width: 60%;"></div>
Tablet	<div style="width: 10%;"></div>

High Skill Level Low

Employee Frustrations

- Wants access to Human Resource documents online for vacation requests
- Wants online manufacturing production reports in the intranet
- Wants to participate in the Senior Management meetings to discuss goals
- Scanners on the floor need to be upgraded
- Wants manufacturing hours to start a 7 am.

Time wasters Digital Tools, Training and Communications could fix.

- A place to go for all manufacturing procedures on our Intranet.
- Manufacturing Dashboard so we can see at-a-glance our status, successes and challenges.

Empower your team.
Power your organization.

Individual Staff Digital Learning Profile

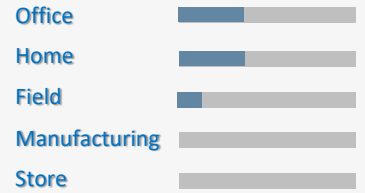


Staff Bio

Sally is described as convincing, enthusiastic, warm, trusting and optimistic. She prioritizes taking action and collaborating. Sally is motivated by social recognition, group activities, and relationships may fear loss of influence, disapproval and being ignored.

Sally values coaching and counseling, freedom of expression and democratic relationships may be limited by being impulsive and disorganized.

Work Location(s)



Digital Training Learning Style



Career Goals

Senior sales position within two years.

Recommended Digital Channels



Age: 27

Role: Sales Representative

Location: Sales Office East Coast

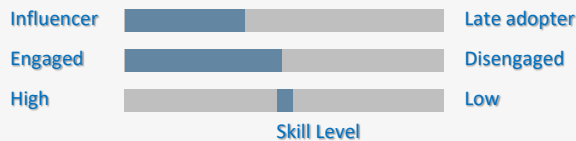
Role: Sales Representative

Location: Sales Office East Coast

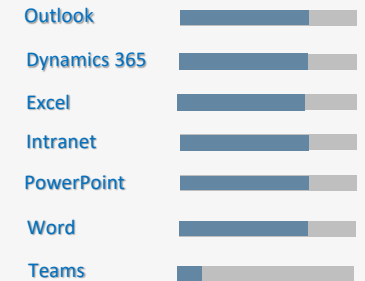
Behavior Styles:
Popularity
Victory with flair
Friendship and happiness

Hire Date: Jan 2018

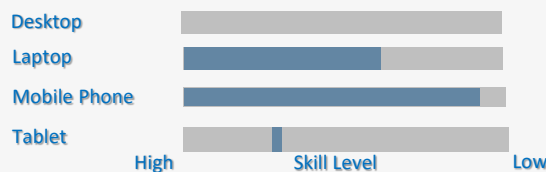
Digital Personality



Software Requirements



Hardware Devices



Employee Frustrations

- Wants access to Manager to assign clear tasks
- Wants sales presentations for new products online
- Wants a forecast template
- Phone needs upgraded

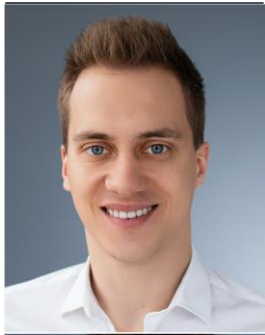
Time wasters Digital Tools, Training and Communications could fix.

- Don't understand Teams
- Dynamics training courses or monthly team meetings to review issues and speed up my database entries.

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Power your organization.



Individual Staff Digital Learning Profile

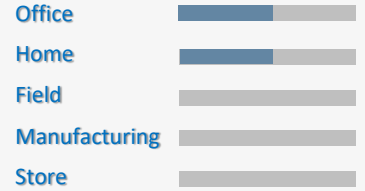


Staff Bio

Ken is motivated by cooperation, opportunities to help people and being appreciated. He is calm, patient, predictable, stable and consistent. Ken is sometimes overly accommodating and has a tendency to avoid change.

Ken values loyalty, helping others and security.

Work Location(s)



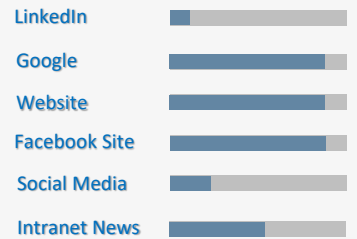
Digital Training Learning Style



Career Goals

Know everything about servicing customers. Help the company implement a ticketing system online.

Recommended Digital Channels



Age: 24

Role: Customer Service

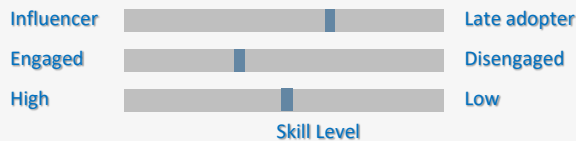
Location: Office East Coast

Role: Technical Support

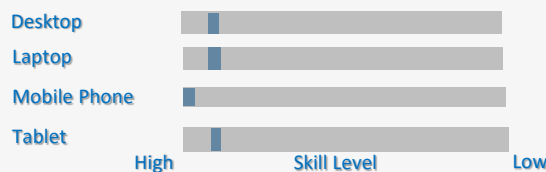
Behavior Styles: Humble, Affirming, Investigator

Hire Date: May 2019

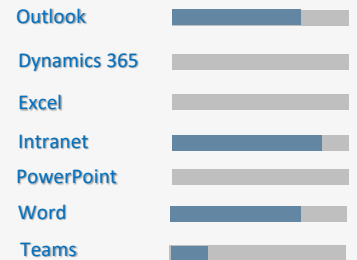
Digital Personality



Hardware Devices



Software Requirements



Employee Frustrations

- Wants ticketing system to support customers
- Wants faster access to product documentation, can't find it on the P Drive
- Wants more time to learn about products
- Everything else is OK.

Time wasters Digital Tools, Training and Communications could fix.

- A place to go for all product documentation on our intranet and the latest company policies and procedures for RMAs – Can't find what I need when customers call.

Empower your team.
Power your organization.



Individual Staff Digital Learning Profile

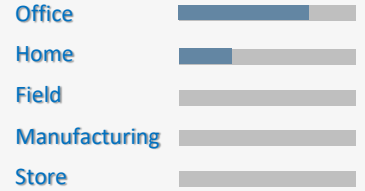


Staff Bio

Karen is motivated by opportunities to gain knowledge, show their expertise and produce quality work. She prioritizes ensuring accuracy and challenging assumptions. Sally may be over critical, and she tends to overanalyze.

Sally values quality and accuracy, correctness, stability and reliability. She needs to let go and delegate task and make quicker decisions. She is an objective thinker and a perfectionist.

Work Location(s)



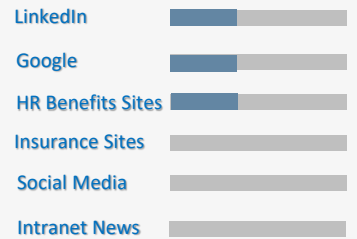
Digital Training Learning Style



Career Goals

None at this time.

Recommended Digital Channels



Age: 27

Role: HR Specialist

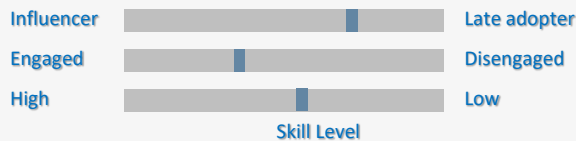
Location: Office
East Coast

Role: Human
Resources Benefits

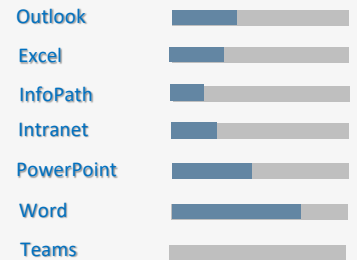
Behavior Styles:
Deliberate,
Resolute and
Humble

Hire Date:
August 2017

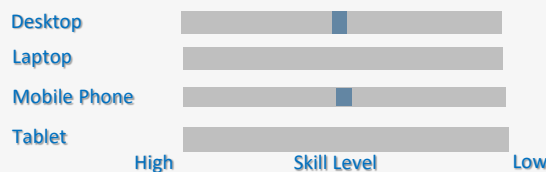
Digital Personality



Software Requirements



Hardware Devices



Employee Frustrations

- Wants all Benefits and Human Resource documents online for employee consumption. We need to have the latest version available.
- Wants to participate company wide decisions on the benefits employees are offered
- Mobile Phone needs upgraded
- Thinks employees should be able to access all benefit information from home.

Time wasters Digital Tools, Training and Communications could fix.

- A place to go for all of the latest company policies and procedures on our Intranet – Can't find what I need when searching.
- Employee onboarding should include a meeting to review all forms and workflow processes.

Empower your team.
Power your organization.



Relevant training with Immediate and Long-Term Impact

We offer valid, reliable and accurate on-demand video learning experiences and mentoring for first-time learners or deeper training needs.

On-Demand Learning

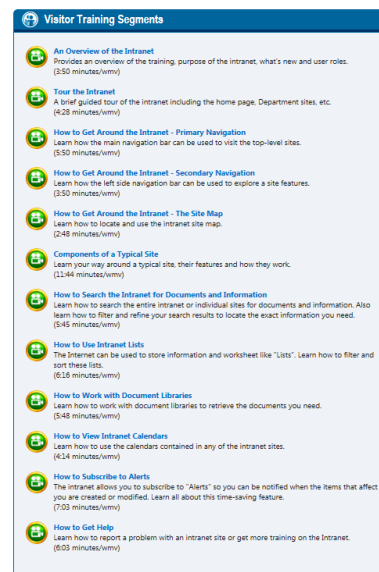
The I-Assist Video Training Site educates your users in your environment, while incorporating governance into a comprehensive SharePoint curriculum.

With the I-Assist Video Training Site embedded in your SharePoint environment, training is always available, always effective, and always right for your organization.

We start with an outstanding core curriculum that will deliver a solid foundation of SharePoint education to make your workers competent.

The curriculum is separated into 3 tiers:

- Readers
- Contributors
- Site Owners



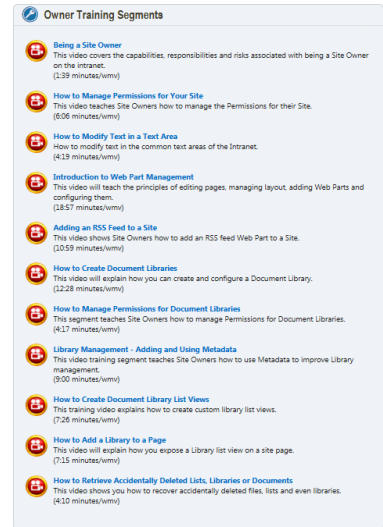
Empower your team.
Power your organization.



Relevant training with Immediate and Long-Term Impact



With the implementation of the I-Assist Training Subsite in your SharePoint environment, users can now support themselves. Through a searchable video library, there is always an answer to a question in just a few clicks. With unlimited access to training videos, users can obtain training when they need it.



This solution will ensure that your employees have sustaining competence and successful training in SharePoint.

On-Demand Mentoring

Sometimes, both beginners and experts just need to talk to someone about something they don't understand, a problem they are trying solve or, perhaps, just to settle a bet with a colleague.

JFD's on-demand mentoring enables almost instantaneous contact with an internal or external expert who can answer questions, provide guidance, or supply other information that will address the need.



Today a Mature Digital Workplace is a Key Goal for Management Teams in 56% of companies worldwide.



We've created an environment that supports users for each of their training needs regardless of where they are working, home, office, or anywhere.

We can support all learning styles.

It's the **JFD** difference, and it's why businesses count on us to keep their teams current and why organizations rate our training better than other online training their staff has taken.

**Empower your team.
Power your organization.**

FREE TRIAL 7 DAY * See for yourself by starting a free training pilot (7 days of free training!)



The JFD Difference

Our team of subject matter experts can help you design and implement your intranet, extranet as well as help drive your innovation agenda through an effective implementation.

Our Business architects can:

- Determine the state of your intranet
- Assist in defining a intranet strategy aligned with your business strategies and needs
- Build a business case to support an intranet strategy and implementation plan

Our technology subject matter experts include frontend and backend developers, designers and server administrators. These SME's can:

- Align your technology initiatives and information management needs to deliver the right solution.
- Deliver your technology initiatives (large or small) with the employee experience in mind
- Train and roll out your intranet initiatives to drive user adoptions

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