



PROJECT

MICROLEARNING IN THE WORKPLACE

HOW TO MAKE IT WORK FOR YOU

DATE

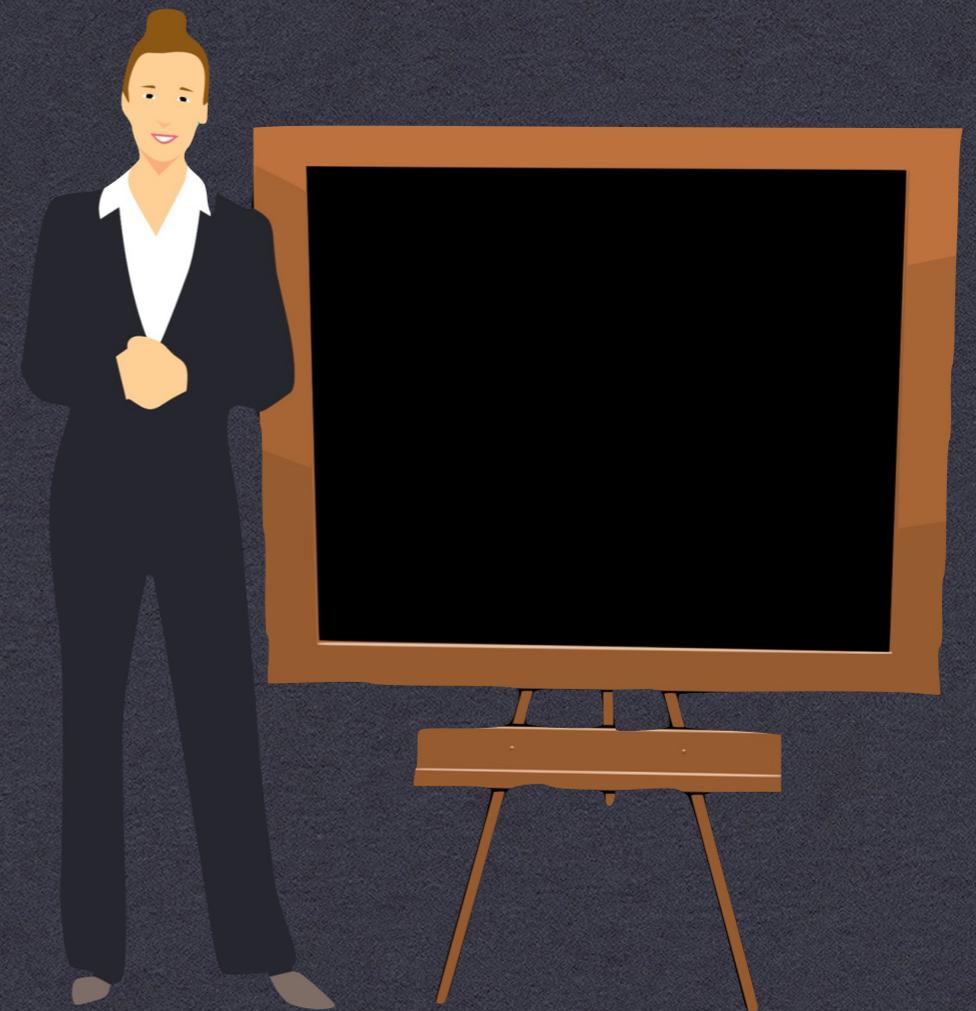
MAY 20, 2019

NAME

DJ JAEGER

WHAT IS MICRO-LEARNING?

- **Have you heard of it before?**
- **Where does it get used?**
- **Why would you choose it?**
- **What are the disadvantages?**



MICRO-LEARNING IS

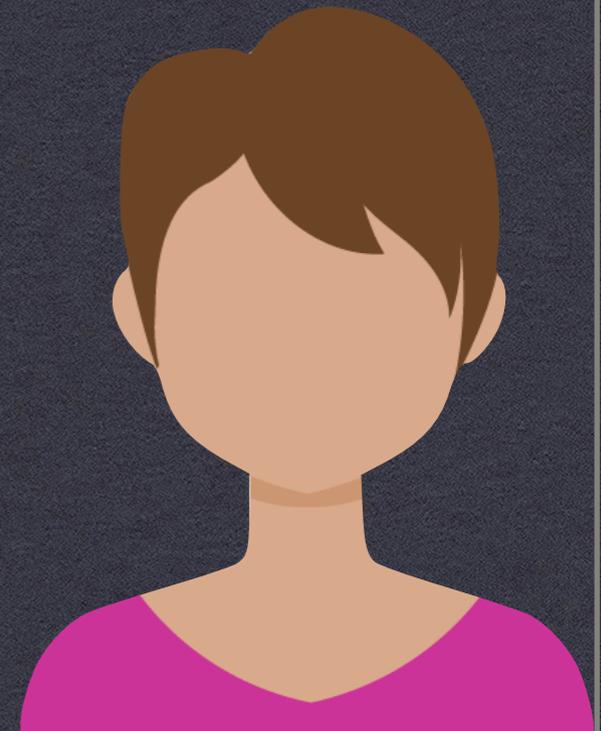
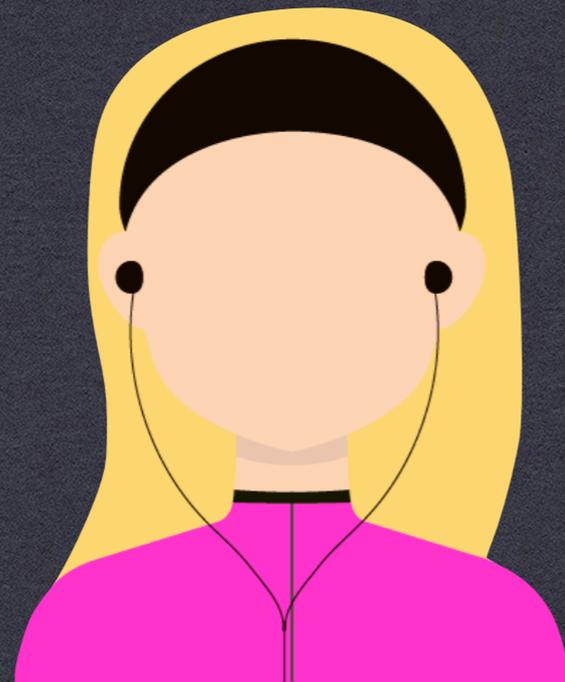
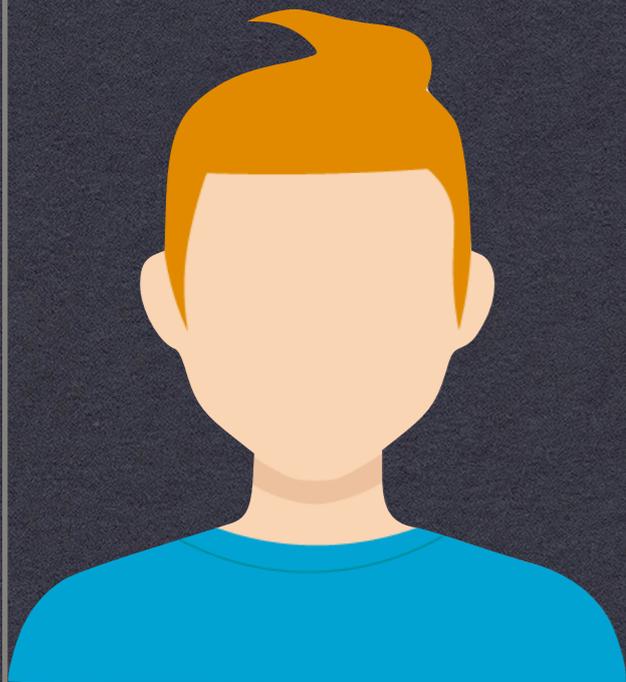
- **A way of learning based in immediacy.**
- **Short form, most lessons are less than two minutes long.**
- **Used when the learner needs help in the moment.**
- **A wide variety of delivery methods are used:**
 - **Video**
 - **Audio**
 - **Skill Demos**
 - **Tools**
 - **Text Samples**
 - **Case Studies**

MICRO-LEARNING IS NOT

- **General Job Aids without detail or steps.**
- **Vague instruction that does not pertain to the job function.**
- **Overview posters or presentations.**
- **Unable to answer a specific question the learner is asking.**
- **Lengthy lessons and modules covering broad topics.**

RELATED CONCEPTS

- **What are some concepts that can be used in conjunction with Micro-Learning?**



RELATED CONCEPTS

CAN BE USED IN CONJUNCTION WITH MICRO-LEARNING

- **Chunking**
- **Front-loading**
- **Cognitive load**
- **Learning/On the job transfer**
- **Feedback loop**
- **Disruptive design**
- **Job aids**

BEST PRACTICES

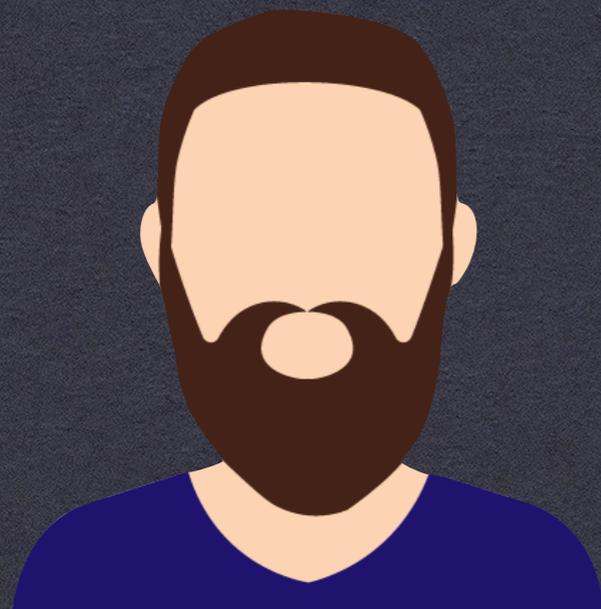
TIPS TO CREATE USEFUL MICRO-LEARNING

1. Identify performance gaps first, then design Micro-learning lessons.
2. Incorporate reinforcement opportunities with practice in a safe space and chances for feedback.
3. Design learning assets for reuse in multiple situations with minor tweaks.
4. Evaluate and improve your training lessons from feedback data.
5. Answer a specific question the learner is truly asking.

BRAINSTORMING 1

USE PAPER IN GROUPS OF 2 TO 3

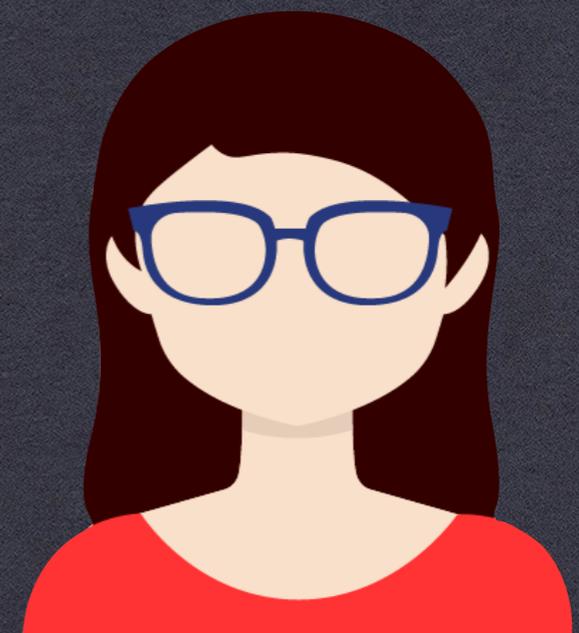
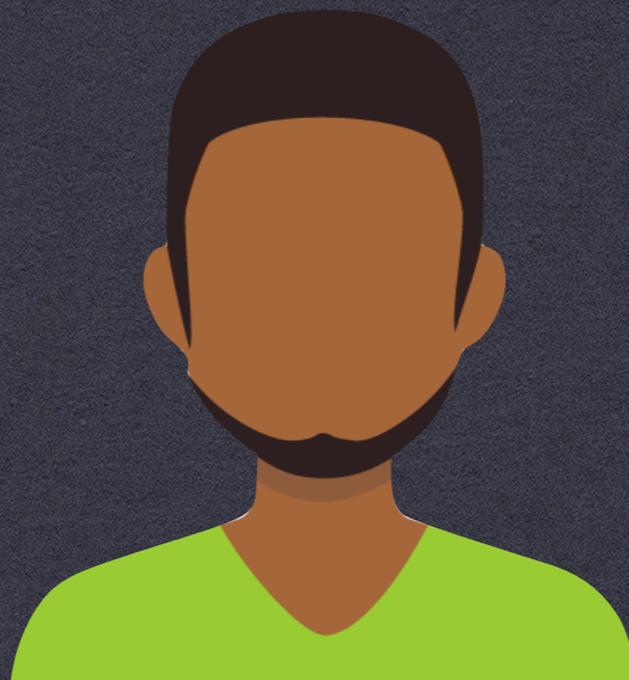
Angie has two days to reach all of her customer service representatives in multiple times zones to train them on the new greetings and fond farewells they need to be using when on a phone call. How can she use Micro-learning?



BRAINSTORMING 2

USE PAPER IN GROUPS OF 2 TO 3

Brian has one week to communicate to his store's sales staff the benefits and technical specifications of the new Sony mobile phone before its launch. How can he use Micro-learning?



SO WHAT?

WHY DOES MICRO-LEARNING MATTER?

- **Budgets and seat times allotted for in-person trainings are shrinking.**
- **Workforces are becoming more and more distributed, so the appeal for asynchronous or VILT trainings is getting greater.**
- **Content is easily digestible and transferrable on the job immediately.**

What is Micro-learning?

Micro-learning is a way of learning that is based in the immediate moment and should take no longer than about two minutes to complete. Micro-learning is used when the learner needs help now and will meet the learner where they are in order to teach them.

How to implement Micro-learning in the workplace:

Take time to analyze the existing training system and to identify knowledge gaps and leverage personal knowledge (or knowledge gained from Subject Matter Experts) to develop a client-centered solution for your target audience.

Use a wide variety of delivery methods like video, audio, skill demonstrations, tools, code samples, case studies, and multimedia interactions in order to practice and reinforce key concepts of the program.

What's important to remember:

- Identify performance gaps first before developing the micro-learning program.
- Incorporate opportunities for reinforcement, practice, and feedback.
- Design the learning assets for multi-purpose uses.
- Use data to evaluate and improve assets.
- Training should answer a specific question.

What to avoid:

- Creating sessions that are too long — anything over two minutes is not micro-learning.
- Training without a topic or problem to solve.
- No core question being asked or answered.
- Complex and unable to be searched or indexed.
- Text or lecture-only presentations.
- Content is too general and lacks specificity.

Resources

Hunter, C. (2018, May 5). 5 Microlearning mistakes to avoid [Web log post]. Retrieved November 12, 2018, from <https://elearningindustry.com>
Bersin, J. (2017, March 27). The disruption of digital learning: Ten things we have learned {Web log post}. Retrieved November 24, 2018 from <http://ioshbersin.com>