



AERIESCON
Spring 2024

Training in the Workplace

Session 1102

Presenters:

Leslie Stawarz – Director of Training

Lara Clickner – Vice President of Customer Experience

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How Well Do You Know?

Average timespan district customers stay with Aeries

- 10+ Years

Number of student record interactions every day

- 30 Million +

Aeries team members from former school districts

- 60% +



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S p r i n g 2 0 2 4

How Well Do You Know?

Aeries has always given out plain
& peanut m&m's

Attendees are only allowed
one pack of m&m's per
conference

The cost of m&m's
have ore than doubled



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How Well Do You Know?

Aeries first conference was held in 2000

Aeries holds 2 conferences per year

This is our 51st conference



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How Well Do You Know?

First password to get updates was:
Flaeitf

Aeries staff work in 9 different
states

First year for hosted
districts was 2012-2013



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How Well Do You Know?

Training department scheduled 300+ trainings in the last 12 months

Implementation department has onboarded 138 new districts in the past 5 years

Support handles 30,000+ tickets per year



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S p r i n g 2 0 2 4

Agenda

01 Employee Retention

02 Engagement

03 Adult Learners

04 Preparation

05 Microlearning

06 Assessment





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S p r i n g 2 0 2 4

Retention remains a pain point

Many organizations grappled with unprecedented employee turnover in the pandemic's wake. And even while some layoffs have made headlines in recent months, talent development professionals continue to grapple with skills shortages and turnover risk for critical talent.



of organizations are concerned about employee retention.

#1

The No.1 way organizations are working to improve retention is by “**providing learning opportunities.**”

Top Five Factors When Considering New Job



Compensation and benefits



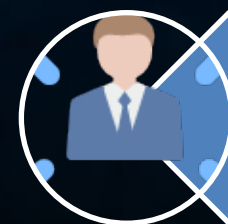
Work schedule flexibility and telecommuting opportunities



Challenging and impactful work



Career growth with organization



Learning and skill development opportunities



Engaged Learners

“Learning helps me grow and advance in my current role.”

“Learning helps me adapt during times of change.”

“Learning helps me achieve my career goals.”



Adult Learners



- 1 Visual**
Perform better by looking at simple, easy-to-process images, pictures and graphs.
- 2 Auditory**
The sounds of the lesson best teach this type of learner, from music to rhythm to rhymes.
- 3 Kinesthetic**
Learners must learn from doing, to better understand a concept. They normally skip over written instructions and prefer a hands-on approach.



Visual

Worksheets
Whiteboards
PPT Presentation
Flip Charts
Check-in



Auditory

Speak Clearly
Ask Questions
Invite Feedback
Encourage Active
Participation



Kinesthetic

Frequent Breaks
Include Learning
Activities

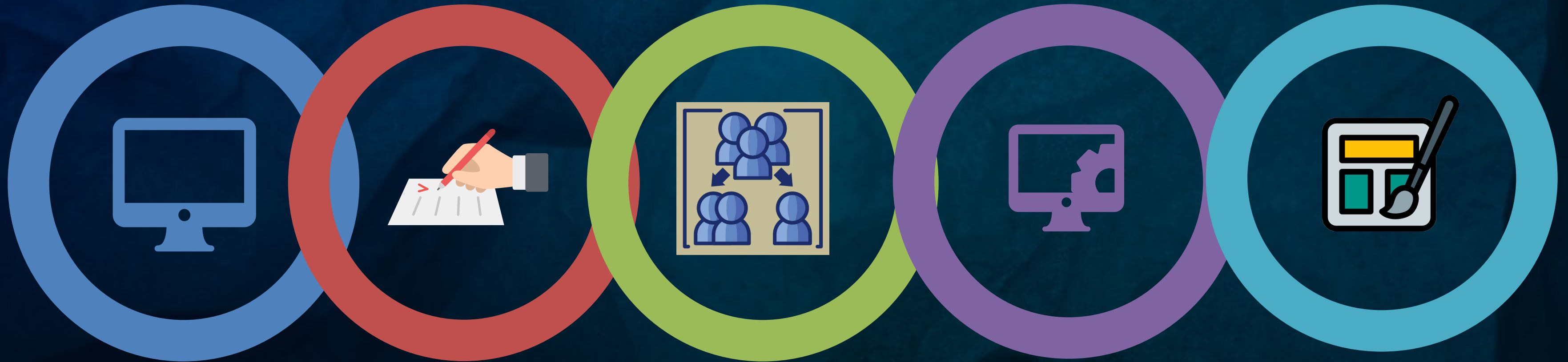


Learner Engagement

- Stand Up
- Give a Challenge
- Use a Brain Teaser
- Fill in the Blanks
- Play Music
- Thirty Second “Chat” Discussions
- Plant Questions
- Information Share
- Create Poll
- Ask for Volunteer
- Complete an Assessment
- Place Learners in Pairs
- Use Humor
- Stand and Stretch
- Look Outside
- Research



Engagement Tools



Whiteboards

Poling

Breakout Rooms

Web Browsing

Themes



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What's In It For Me?



Develop a
New Skill



Acquire
New
Information



Personal
Fulfillment

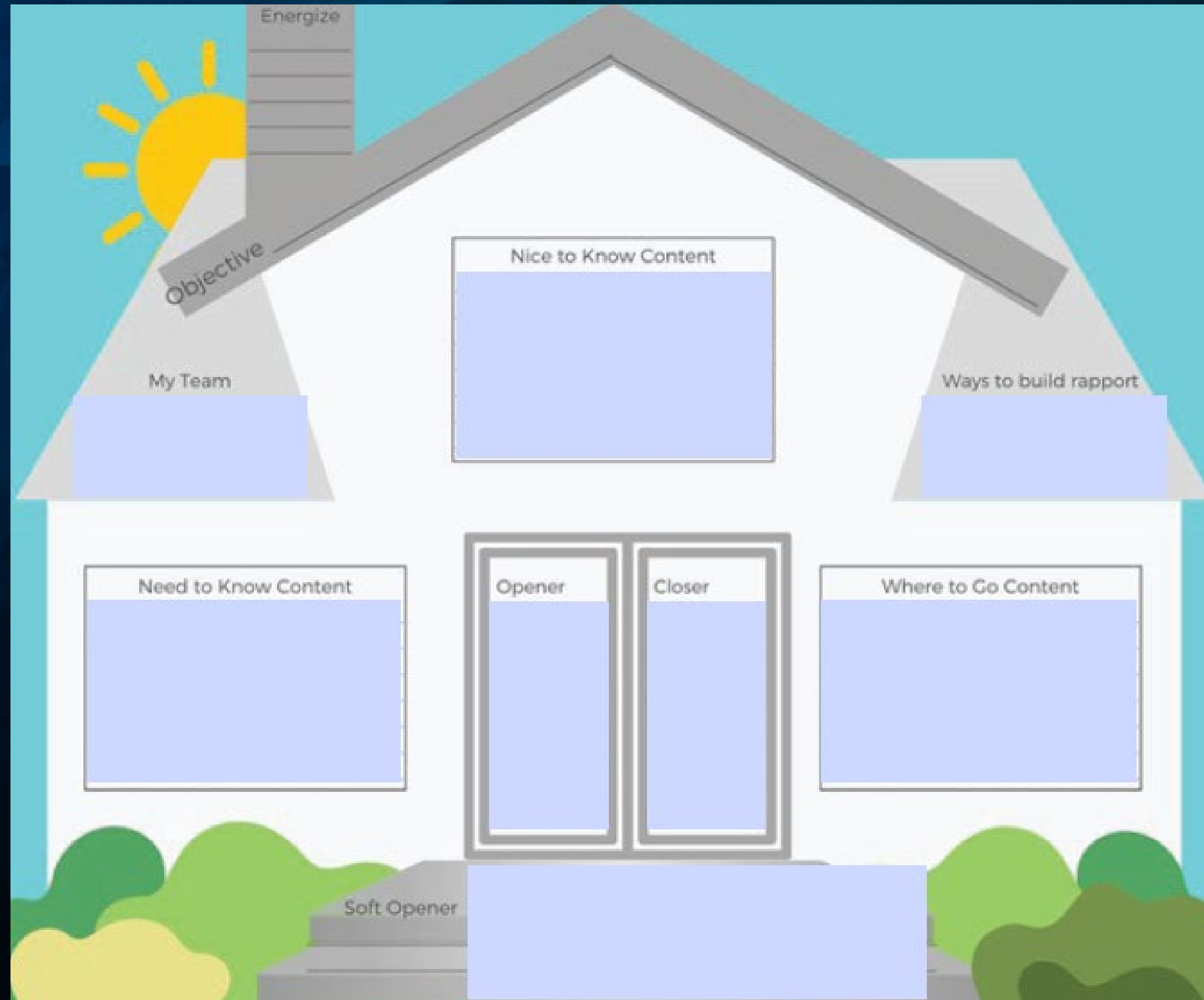


Improve
Professional
Competence



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Training Preparation



Planning Template

Title/Subject:	Length of Time

Outcome

Objective(s)

Need to Know	Nice to Know	Where to Go

Training Tools



I Know That...

Assess what your attendees already know
and adjust your course outline.



I Want to Know...

Ensure that content
delivers expectations.



I Learned That...

Assess and gauge learning.



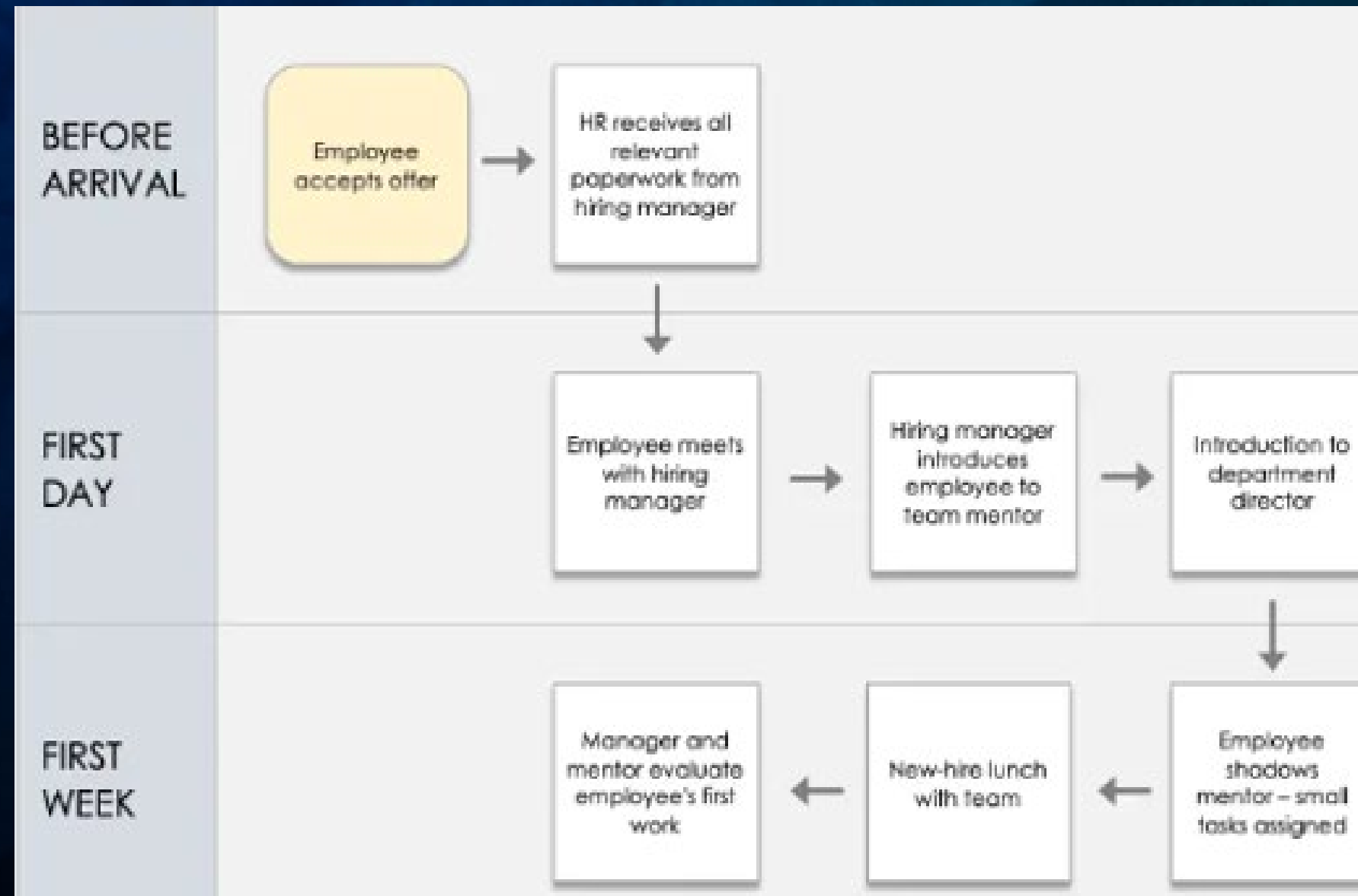
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Microlearning

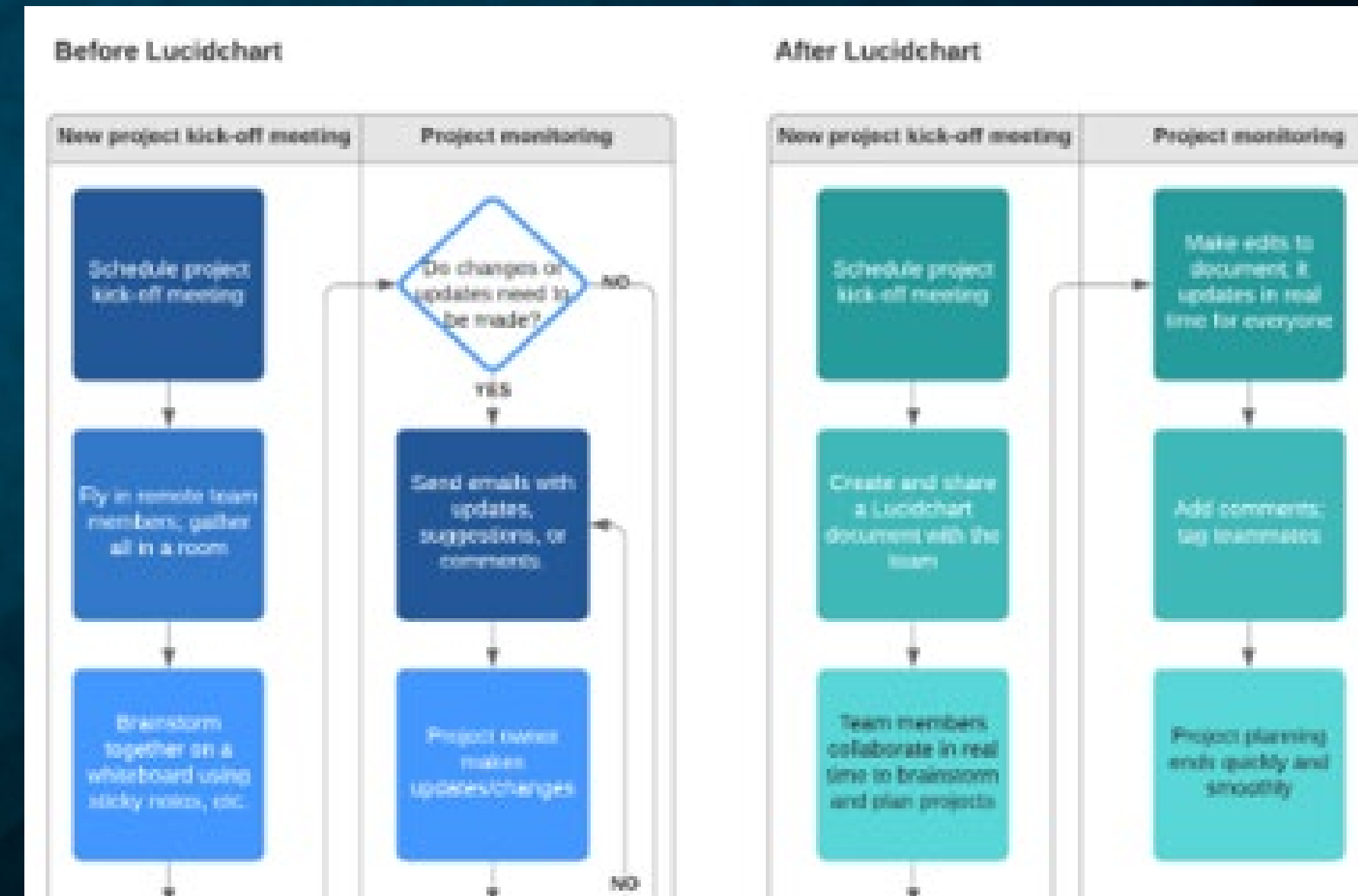
- The concept of small chunks of information that can be delivered via various platforms
- The content is focused enough to meet an immediate need
- The desired outcome is a learner learns a certain skill to be able to solve a specific problem
- Can be quickly developed and reviewed
- Solve small problems of everyday jobs
- Can be revisited multiple times
- Attention rates go up
- Immediate results



Examples of Microlearning



Diagram



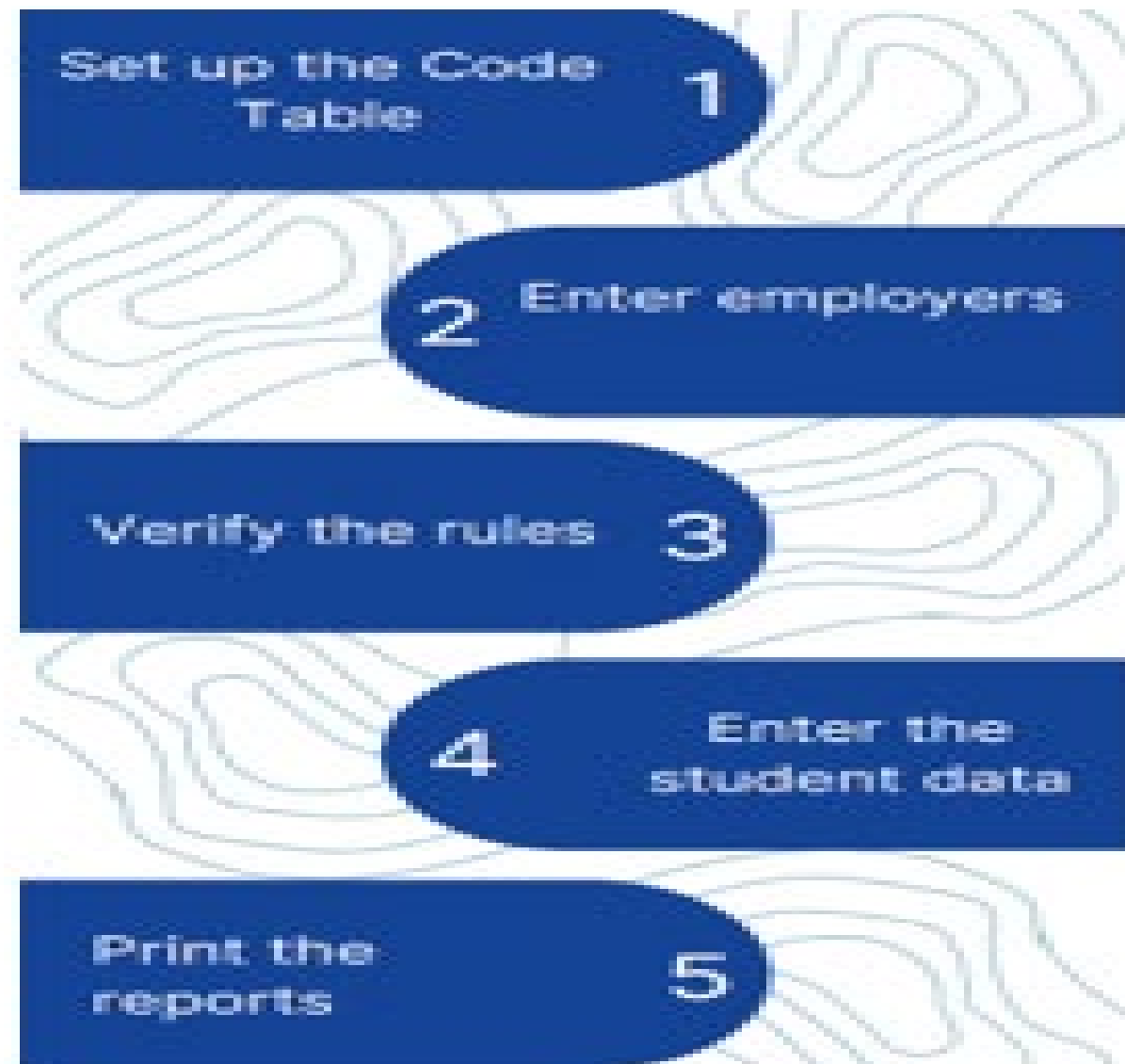
Before & After



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Examples of Microlearning

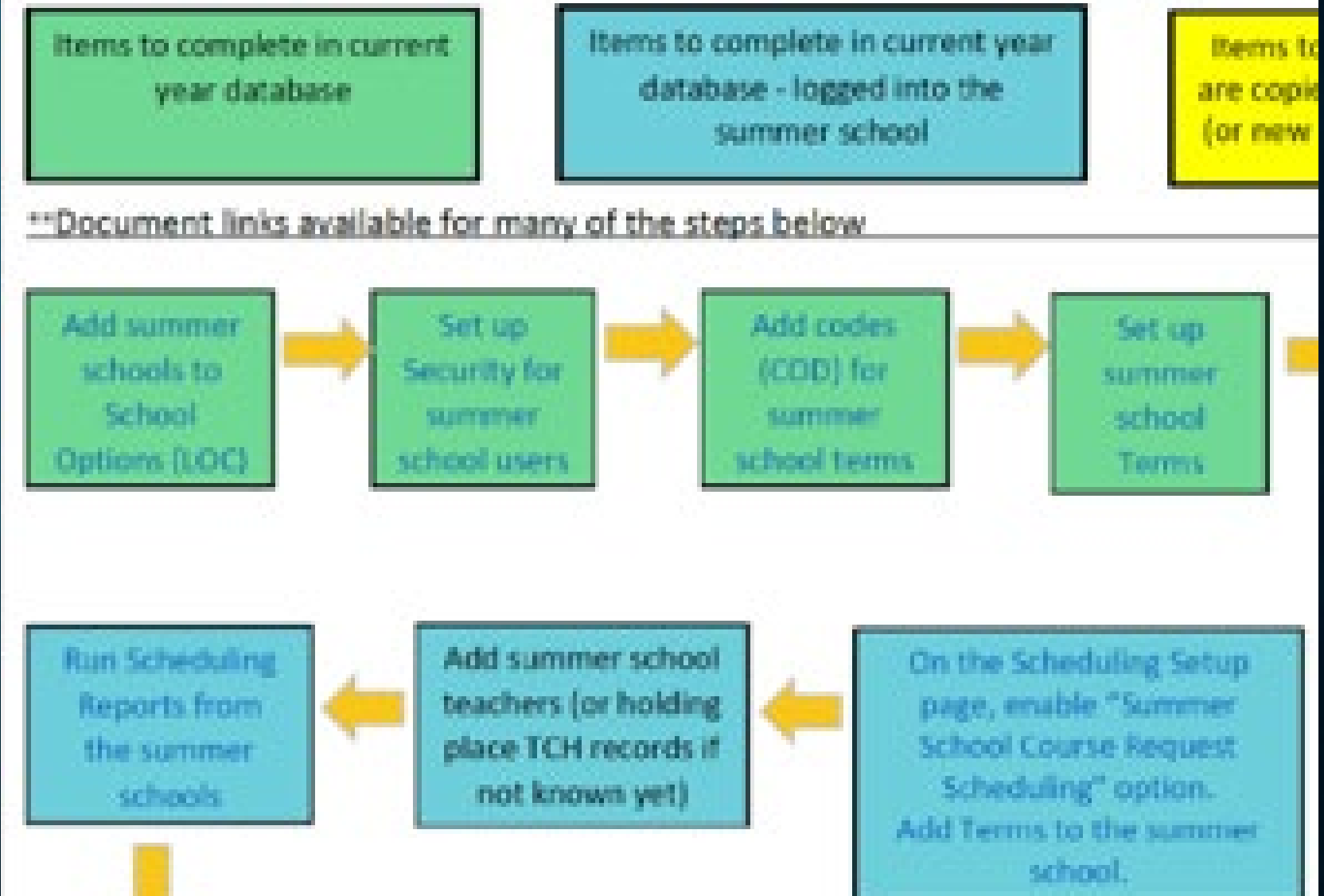
Step by Step



Step Guide

Aeries Summer School Process

Detailed documentation is available: [Summer School Course Requests](#)



Flow Chart

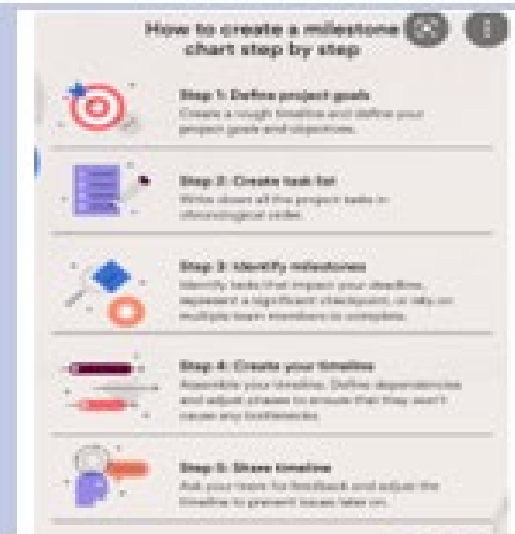


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Examples of Microlearning



Videos



How to guides



Infographics

Task			
	JANUARY	FEBRUARY	MARCH
Draw Up Budget			
Contact Vendors			
Book a Wedding Dress			
Choose Color Team			
Book Honeymoon Venue			
Book For Hair/Makeup			
Cake Trials			
Food Menu Discussion			
Check For Availability an Of Officiant			
Book Wedding Venue			
Send Invite			

Timeline

✓	TASK	WHO
01	Prior to office arrival:	
<input type="checkbox"/>	Prepare workspace. Ensure all supplies are available.	
<input type="checkbox"/>	Ensure the employee is set up with telephone number/voicemail, computer log in, access to appropriate buildings.	
<input type="checkbox"/>	Announce the selection of the new employee to all existing employees and Woodbridge Committee members.	
<input type="checkbox"/>	Inform the community of the new employee using email, newsletter, etc.	
<input type="checkbox"/>	Contact payroll department to set up meeting or to get required employment forms.	
<input type="checkbox"/>	Ensure the personnel policy is up-to-date.	

Checklist



Assessments

True/False Questions

When to Use

- To test ability to make categorical judgments
- For novice learners
- To cover a wide area

Tips

- Ask enough questions to discourage guessing
- Phrase questions in neutral terms
- Phrase the "question" as a simple statement
- Phrase questions so only the two choices are possible

Pick-One Questions

When to Use

- Test ability to classify items
- Test recognition, but not recall
- Make testing familiar

Tips

- Include at least four plausible choices
- Include nearly-right answers
- Phrase wrong answers to represent common mistakes

Pick Multiple Questions

When to Use

- For sophisticated questions with more than one right answer
- To test ability to make precise discriminations
- To test recognition of characteristics of an item

Tips

- Tell learners they can pick multiple answers
- Include nearly-right and barely-wrong answers
- Give more points

Fill-in-the-Blank Questions

When to Use

- Recall names, numbers, and other bits of textual information
- Spell and type correctly
- Complete a piece of work

Tips

- Phrase question to limit the number and form of correct answers
- Accept synonyms and grammatical variants
- Ask only one question per input blank

Matching-List Questions

When to Use

- Assign items to categories
- Recall relationships among items
- Construct a whole from its pieces

Tips

- Keep the lists short so they both appear in the same display
- Do not mix categories within a list
- Discourage process-of-elimination guessing:
 - Make one list longer than the other.
 - Let some items have multiple matches.
 - Let some items have no match.

Sequence Questions

When to Use

- Rank items by value
- To organize steps of a procedure or phases of a process
- Recall relative values along well-defined scales

Tips

- Specify a single clear criterion for the sequence
- Use only distinct items familiar to learners
- Score fairly

Composition Questions

When to Use

- Create original solutions
- Resolve conflicting opinions and contrary evidence
- Recognize and express complex relationships

Tips

- Questions should be concise and focused and require critical thinking
- Unable to Google the right answer
- Good for application, synthesis and evaluation levels

Performance Questions

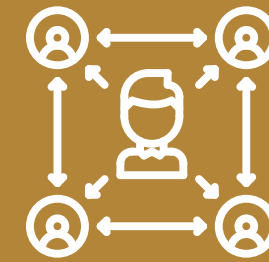
When to Use

- Apply skills rather than just recall knowledge
- Exercise judgment
- Meet standards of speed and accuracy
- Qualify for a legal certification

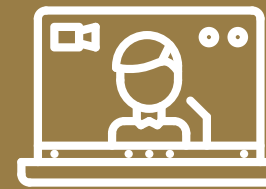
Tips

- Test but do not teach
- State the goal clearly
- Specify what resources the learner can use
- Spell out scoring rules

Training Evaluations



Did it make a
difference?



Are they using
it?



Did they learn
it?



Did they like
it?



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Key Takeaways

Retention

- Career Growth
- Develop New Skills

Engage

- Multiple Tools
- WIIFM

Tools

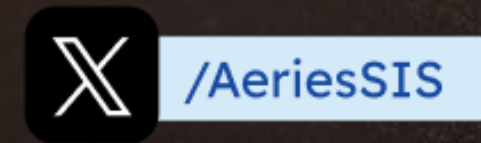
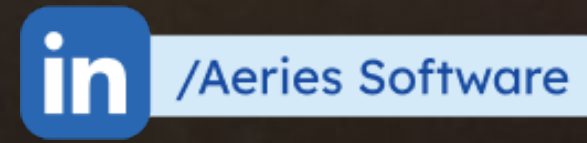
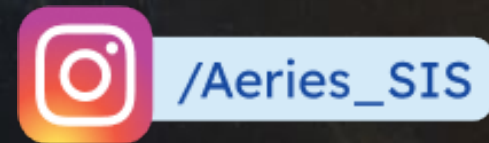
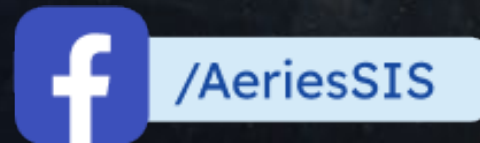
- Need to Know, Nice to Know, Where to Go
- Aeries Training Tools



THANK YOU!

Please take a moment to complete our session survey.

<http://surveys.aeries.com/s3/AeriesCon-Session-Feedback-Survey-Spring-2024>



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