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How prepared is your  
organization?

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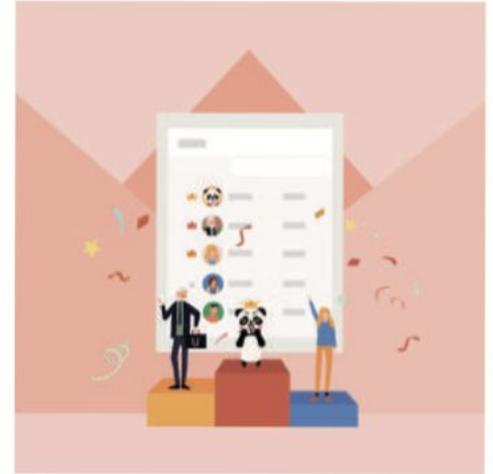
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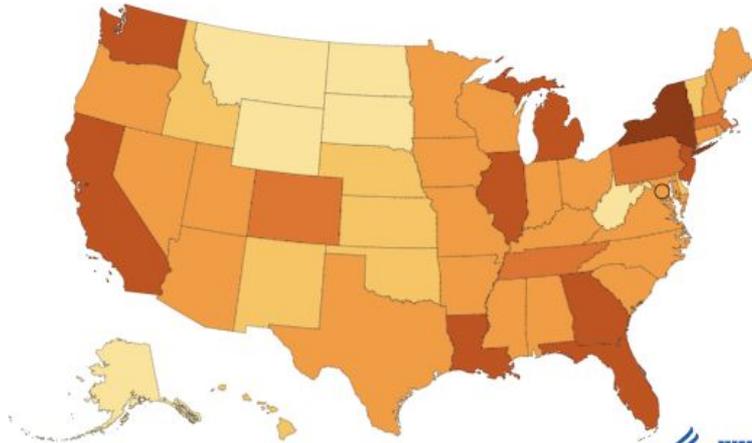
# Training in the Time of COVID-19: Tips and Lessons Learned

Emily Ullberg, Global Account & Program Director, UMU LLC  
Mike Brewer, Sales Director, UMU LLC



# It's been a tough few weeks... or months...

States Reporting Cases of COVID-19 to CDC\*



## Reported Cases

(last updated March 24, 2020)

- None
- 6 to 50
- 51 to 100
- 101 to 500
- 501 to 1000
- 1001 to 5000
- 5001 or more

Territories

AS

GU

MH

FM

MP

PW

PR

VI



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## As of last night...

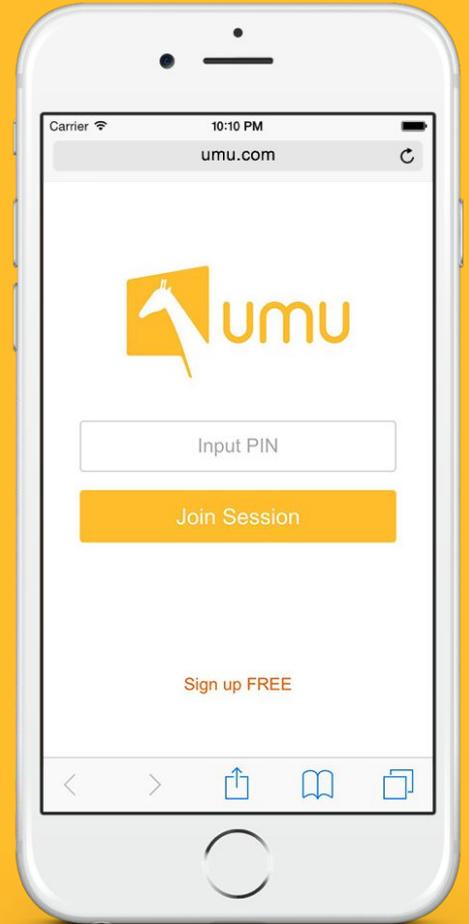
- 69,000+ cases in the US
- 21 states have issued stay at home orders
- Senate passed a sweeping \$2 trillion financial relief package
- Currently impacting 198 countries
- 74,000+ cases in Italy
- Spain, Germany, and Iran have next highest after US
- Britain just started lockdown



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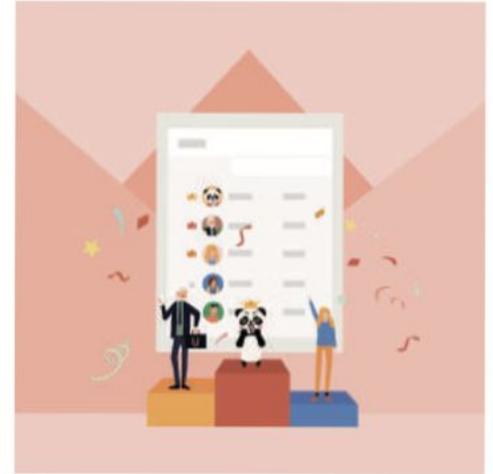
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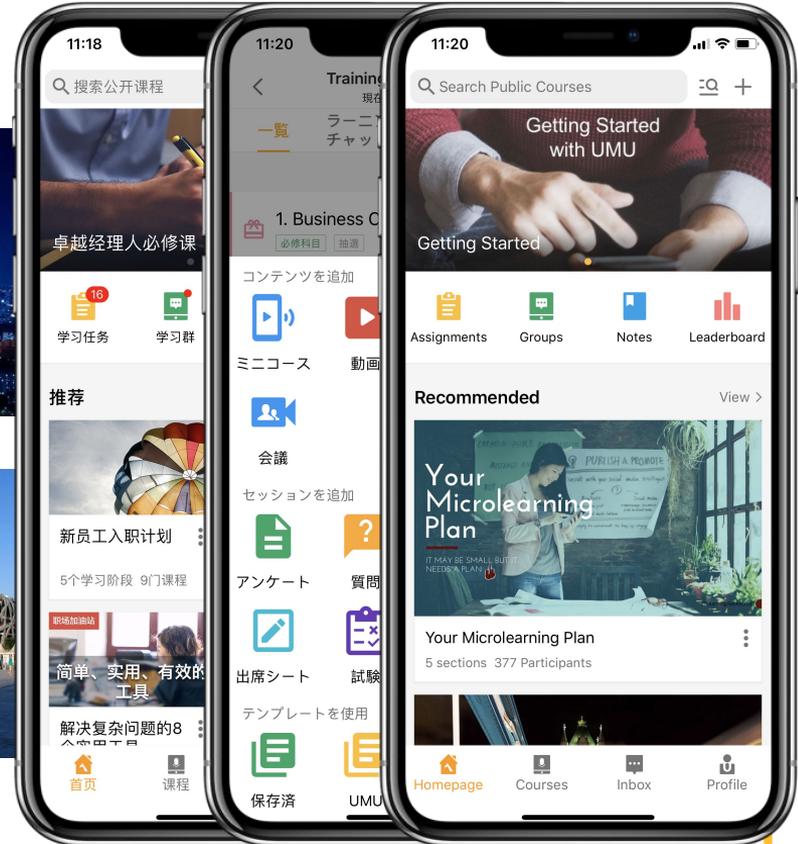


Practice



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# Global Company





Emily Ullberg  
Global Account & Program Director  
**UMU LLC**

- Helped 1,000's of companies and training firms tackle online learning
- Microlearning and blended learning expert
- Regular speaker at ATD and Training Magazine





Mike Brewer  
Director Enterprise Sales  
UMU LLC

- Loves engaging with clients about their learning needs
- Creates custom packages to help organizations large and small



**We're here to help.**



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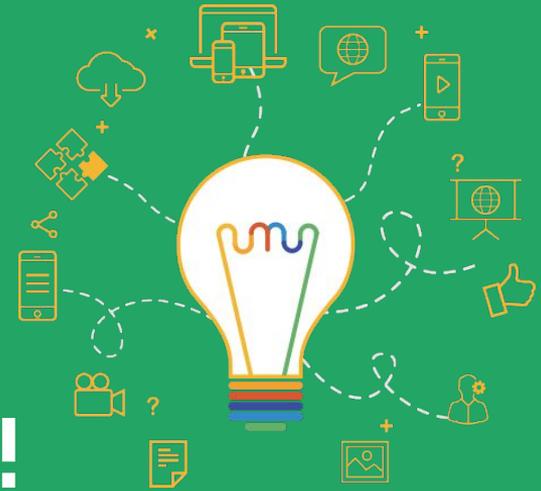
## Big issues & lessons learned from abroad

- Communication and change management
- Sales training
- New hire onboarding
- Moving to online FAST



**Stick around for a demo  
after the webinar...  
and keep your phones out!**

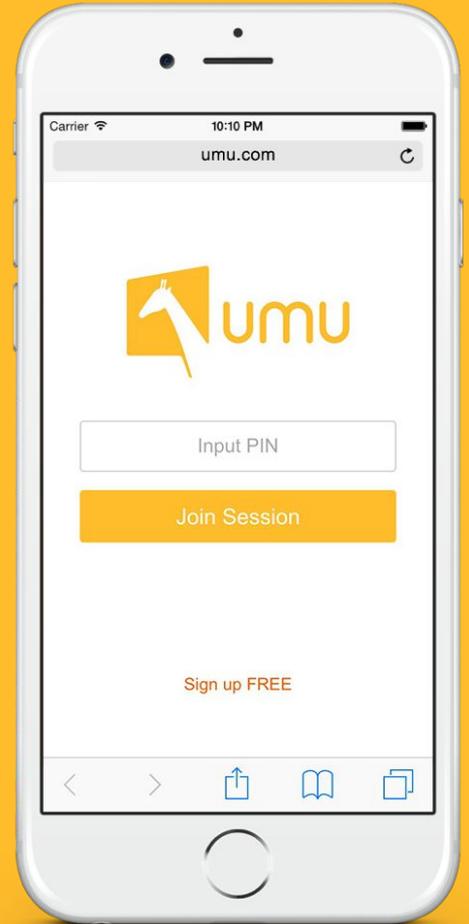
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# How prepared is your organization?

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# Communication & Change Management

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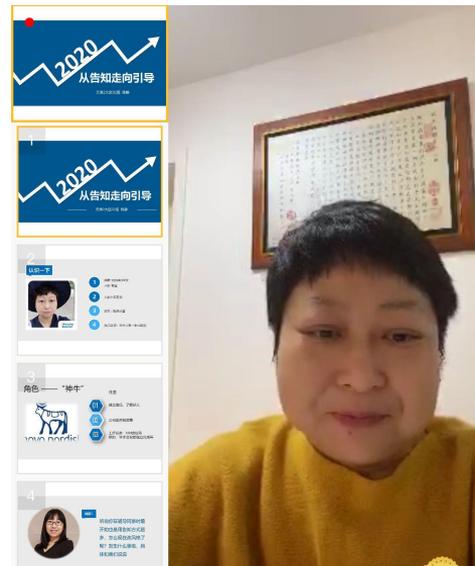
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# Challenges

- Things are changing too quickly
- It's hard to keep everyone on the same page
- Employees feel uncertain, unsupported and disengaged



# Stay connected. Meet early, meet often



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# Create a single source of truth

Reduce time lost to searching and asking

Use rapid authoring tools

Ensure everyone has access

Keep it up to date



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# Check in with your employees

Everyone's situation is different

If you don't ask, you don't know

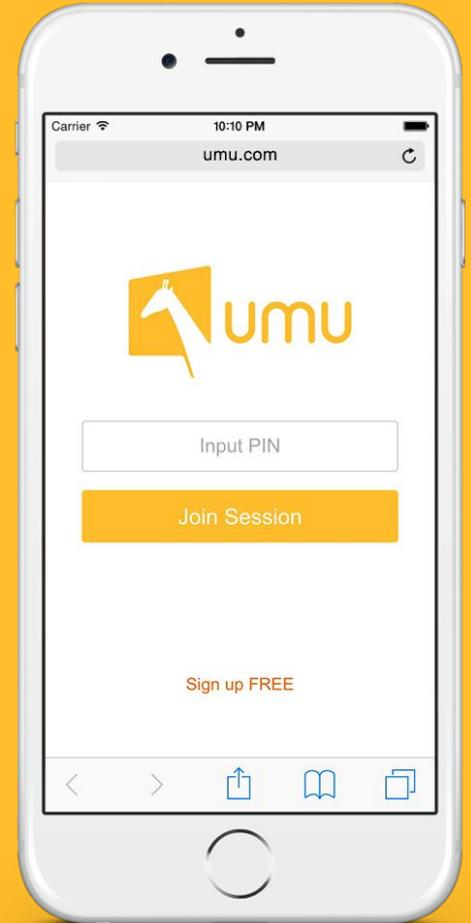
Create two-way communication and feedback loops



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# What are your biggest challenges during COVID-19?

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# Sales Training

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# Challenges

- No face-to-face role-play or practice
- Customers are busy
- Can't travel



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## Focus on what you CAN do



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# Practice and adapt

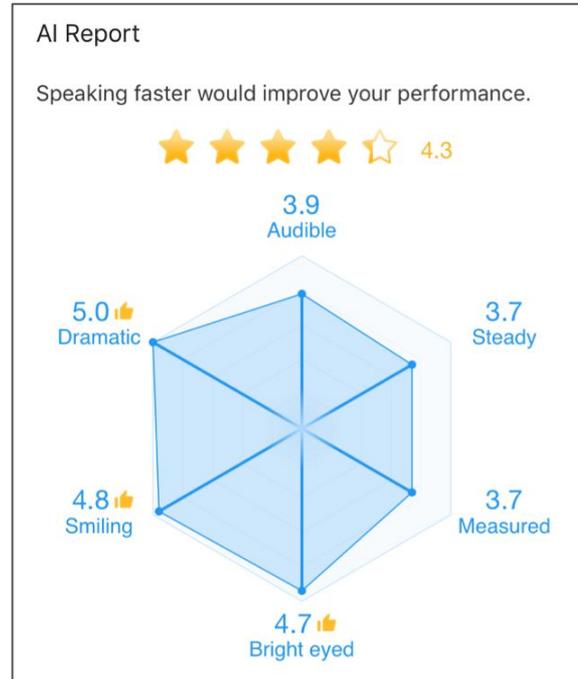


Practice



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# Stick around after the webinar



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**Be bold. Try new things.**





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# Experiments might pay off big time

Original method



New method



10x sales



# New Hire Onboarding

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# Challenges

- No travel or classroom training
- Harder to meet and shadow coworkers
- No oversight when working from home



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## Take onboarding 100% remote



*As of the latest estimates, US workers could be working from home for the next 18 months or longer.*



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# What percentage of your onboarding process is remote?



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# Remote Onboarding Recipe

- Host a welcome session and Q&A with executive leadership through webinar or live broadcast
- Pick one day a week for regular check ins and virtual support sessions
- Schedule remote job shadowing opportunities with peer coaches
- Assign self-paced microlearnings for relevant job activities everyday
- Flip virtual trainings with assigned pre-work and reinforcement activities
- Quiz often to check for knowledge retention and practiced recall



# Move to Online FAST

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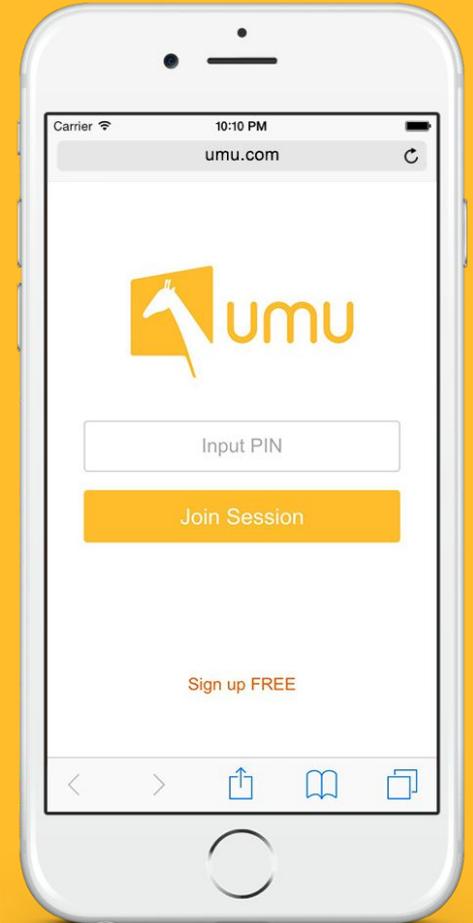
# Challenges

- Time spent creating online learning
- Limited experience with virtual training
- Unsure how to keep learners engaged



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How would you rate  
your level of experience  
leading virtual training?



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**1 day classroom training ≠ 1 day virtual training**



[www.learningrebels.com](http://www.learningrebels.com)



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# 1 day classroom training ≠ 1 day virtual training



[www.learningrebels.com](http://www.learningrebels.com)

- Before: Have a producer!
- During: Take breaks - 10 minutes for every 75 minutes of instruction
- After: Survey the results and iterate



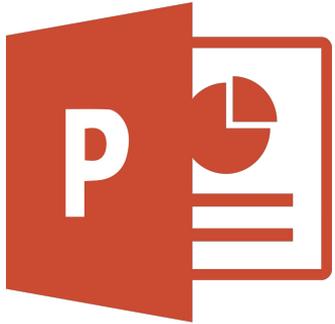
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## Move fast



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## Leverage existing resources + rapid authoring

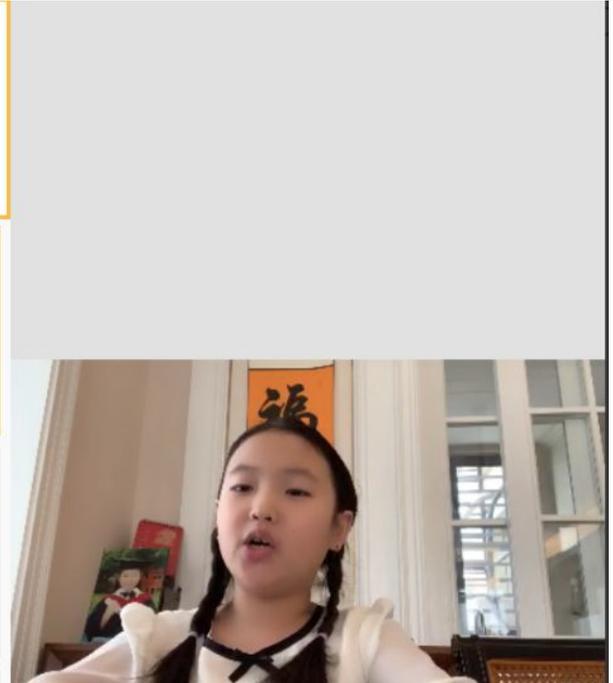


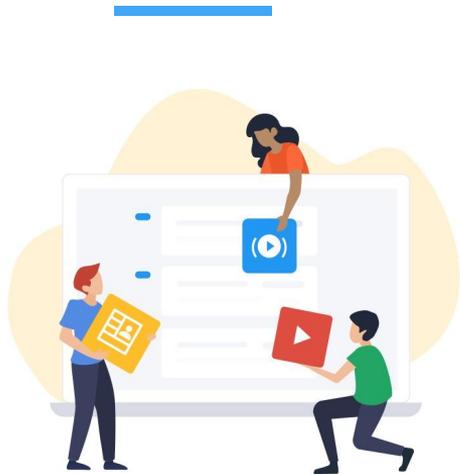
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# Try new things



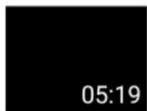
Practice





### 19. Reading One-Upload your homework here

10人参与



### 20. Reading Two-tasks and homework

0 10人参与



### 21. Reading Two-Upload your self-study tasks here

10人参与



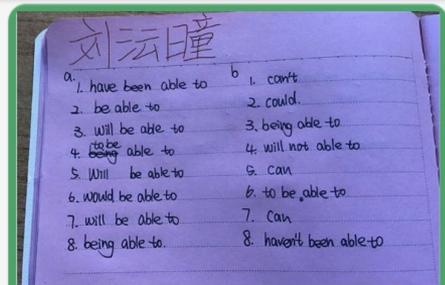
### 22. Homework-Recording of Reading One

4人参与



### 23. Homework-Recording of Reading Two

3人参与

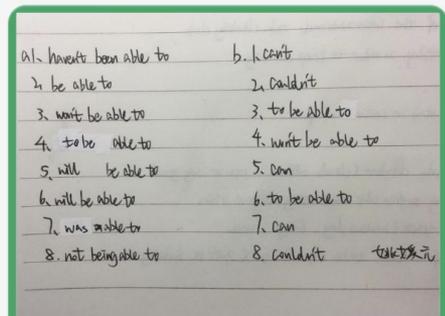


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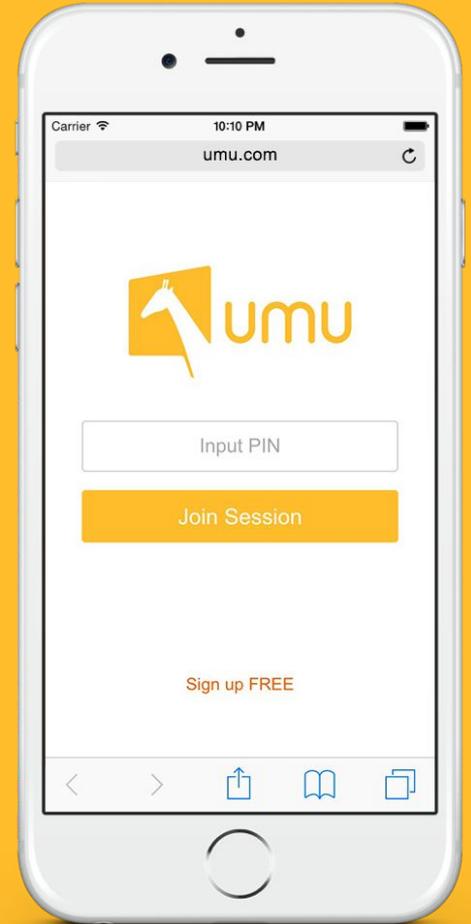


- Virtual teaching / Live streaming
- Microlearning
- Artificial Intelligence
- Mobile Learning

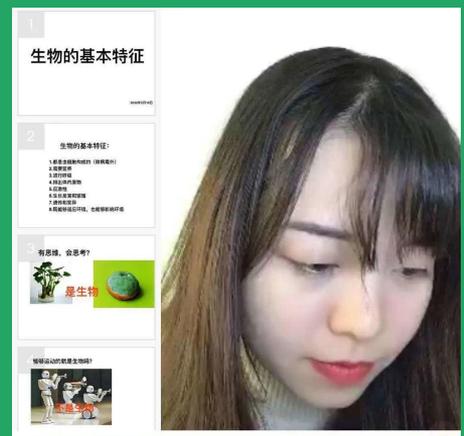


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# What tools and methods are you currently using?



# 700,000



## If they can do it, so can you!



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30-day free trial**

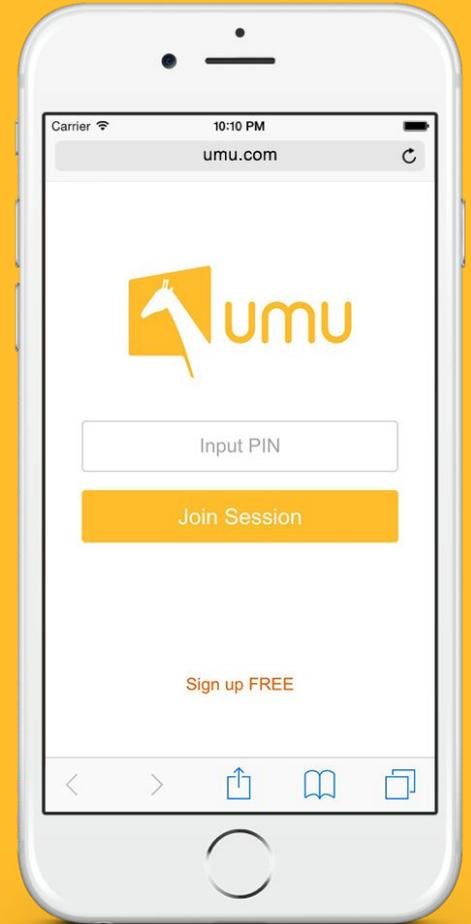
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What did you learn today  
that you can apply?

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**Stay home. Stay positive.  
We'll make it through this**

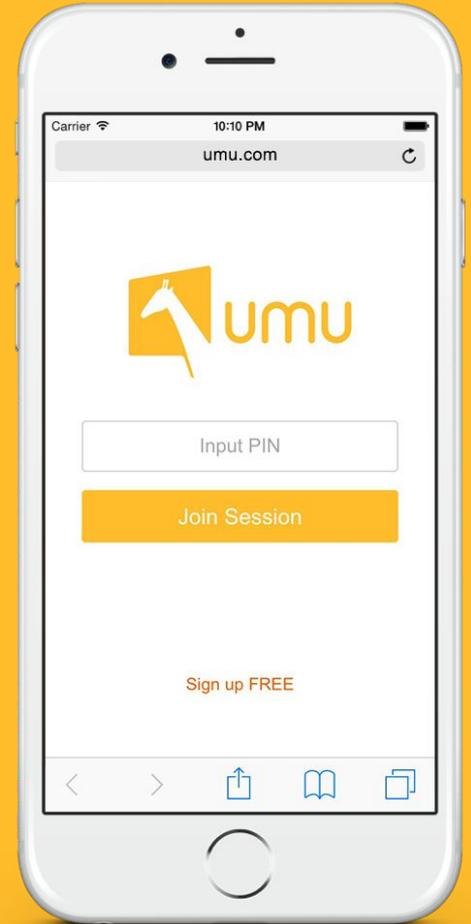




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# What questions do you have?

## Go to 456.UMU.COM



# THANK YOU!!!



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