



Coffee Chat: Building Feedback and Support to Change Behavior

- 11:01:33 From Moriah D'Amico : Dance!!!!
- 11:01:57 From Moriah D'Amico : Hi Dawn!!!
- 11:02:09 From Nicole Duclos : Rain and 40s in SE Alaska.
- 11:03:03 From Moriah D'Amico : It's 83 degrees here in Harrisburg, PA
- 11:04:27 From Dwayne Ross : Fort Washington MD
- 11:06:00 From Maureen Flanagan : I'm outside Philadelphia and there are going to be come great celebrations for our nation's 250th anniversary. (Plus World Cup games and the MLB All Star game in July.)
- 11:06:12 From Benita Neely : Reacted to "I'm outside Philadelphia and there are going to be come great celebrations for our nation's 250th anniversary. (Plus World Cup games and the MLB All Star game in July.)" with ❤️
- 11:06:34 From Sandra Guzman : Reacted to "I'm outside Philad..." with ❤️
- 11:06:35 From Dwayne Ross : It's been a year or so due to changes in my position at the

USDA

11:06:37 From Moriah D'Amico : It will be very busy in Philly

11:06:43 From Dawn Weiman : Reacted to "Hi Dawn!!!" with 😊

11:06:54 From Shannon Tipton : Replying to "It's been a year or so due to changes in my position at the USDA"

welcome back!!

11:08:25 From Benita Neely : I have the Liberty Bell on the back of my Jeep

11:08:33 From Maureen Flanagan : Reacted to "I have the Liberty..." with ❤️

11:08:50 From Maureen Flanagan : Replying to "I have the Liberty..."

How many ducks do have on the dashboard?

11:09:04 From Cynthia Lewis : Reacted to "How many ducks do ..." with 😊

11:09:15 From Benita Neely : Replying to "I have the Liberty Bell on the back of my Jeep"

42

11:09:26 From Maureen Flanagan : Reacted to "42" with 😊

11:09:38 From Claudia W Brogan__ATL : Nice to be here again....it's been a couple months!

11:10:04 From Shannon Tipton : Replying to "Nice to be here again....it's been a couple months!"

Welcome Claudia!

11:10:14 From Shannon Tipton : Replying to "Nice to be here again....it's been a couple

months!"

Or rather, welcome back!

11:10:27 From Claudia W Brogan__ATL : Reacted to "Or rather, welcome b..." with 🌟

11:11:00 From Maureen Flanagan : Are you asking about us getting feedback about the course or are you talking about feedback to the learner within the course?

11:11:21 From Shannon Tipton : To the learner

11:12:17 From Sandra Guzman : We do something similar. LMS has the surveys listed. They have 10 days to complete the survey. We don't have 100% completion (not expected) but we do get a good amount of responses. We have reports based on the feedback. I review the results and look at opportunities for refinement or enhancements.

11:12:49 From Cynthia Lewis : @Nicole Duclos Which LMS are you using? I'm using Cornerstone

11:12:49 From Cynthia Lewis : [This is an encrypted message]

11:13:34 From Victoria Nelson : Leveraging the feedback mechanism built into the quiz module. Reinforcing the point after the learner answers. Similar to what Maureen is saying.

11:13:39 From Nicole Duclos : Replying to "@Nicole Duclos Which..."

We use Learning Pool but will be switching to D2L next year

11:13:48 From Cynthia Lewis : Reacted to "We use Learning Po..." with 👍

11:15:26 From Barbara Nuss - Profit Soup : What technologies are people using that provide AI generated feedback? I'm particular interested in role plays.

11:15:28 From Sandra Guzman : Yes, for learner feedback - exactly what Maureen described. The responses for correct or incorrect responses are provided in the interactivity.

11:15:51 From Barbara Nuss - Profit Soup : Rejoinders on quiz questions provide feedback related to each answer.

11:16:32 From Cynthia Lewis : Replying to "What technologies ..."

A coworker in corporate built a role-play scenario using Sana (I'm not that advanced in Sana yet lol)

11:18:12 From Cynthia Lewis : Replying to "What technologies ..."

And it had AI generated responses! No audio yet...

11:18:42 From Barbara Nuss - Profit Soup : My online courses have discussion boards where learners post answers - typically related to how they will apply the learning, top insights or challenges they've experienced related to the content. I post responses to give them feedback, but it is not "in the moment". I respond daily, so it's probably within 24 hours. - This activity is time consuming for me.

11:19:27 From Tamaki Stiles : Replying to "Leveraging the feedb..."

We also have the same mechanism, which is built into the quiz module. If it is a small class, I find it effective to ask them "key takeaways" that helps them cement their learning. As for "feedback" on the class, it's easier for attendees/me to receive it right after the class

11:20:30 From Bruce Cronquist : Replying to "My online courses ha..."

Threaded discussions in Team is perfect for this.

11:20:52 From Barbara Nuss - Profit Soup : Replying to "What technologies ar..."


I see tools promoted for this but I don't know of anyone using them yet. I think we (L&D professionals) are not early adopters - probably because of budgets and time constraints!

11:21:37 From Bruce Cronquist : Reacted to "I see tools promoted..." with 

11:21:39 From Dawn Weiman : I have an online course that asks the learner (new hires) to upload screenshots of a specific task, then requires their supervisor to review the task. It increases the supervisor involvement in the training and saves me some work.

11:22:09 From Tamaki Stiles : Reacted to "I have an online cou..." with 


11:22:14 From Cynthia Lewis : Reacted to "I have an online c..." with 

11:22:30 From Benita Neely : Reacted to "I have an online course that asks the learner (new hires) to upload screenshots of a specific task, then requires their supervisor to review the task. It increases the supervisor involvement in the training and saves me some work." with 

11:22:32 From Bruce Cronquist : Reacted to "I have an online cou..." with 


11:22:34 From Tamaki Stiles : Replying to "I have an online cou..."

That is effective!

11:22:53 From Benita Neely : Reacted to "I see tools promoted for this but I don't know of anyone using them yet. I think we (L&D professionals) are not early adopters - probably because of budgets and time constraints!" with 

11:23:09 From Claudia W Brogan__ATL : Reacted to "I have an online cou..." with 

11:23:44 From Maureen Flanagan : Reacted to "I have an online c..." with 

11:24:25 From Shannon Tipton : Reacted to "I have an online course that asks the learner (new hires) to upload screenshots of a specific task, then requires their supervisor to review the task. It increases the supervisor involvement in the training and saves me some work." with 

11:24:32 From Claudia W Brogan__ATL : My biggest learning about language when

giving feedback is to be verrrry careful about the word "But..." ----it negates anything good you might have just said

11:24:48 From Dawn Weiman : Reacted to "My biggest learning ..." with 👍

11:24:53 From Maureen Flanagan : Reacted to "My biggest learnin..." with 👍

11:25:03 From Tamaki Stiles : Reacted to "My biggest learning ..." with 👍

11:26:25 From Barbara Nuss - Profit Soup : Reacted to "My biggest learning ..." with 👍

11:26:38 From Barbara Nuss - Profit Soup : Removed a 👍 reaction from "My biggest learning ..."

11:26:43 From Barbara Nuss - Profit Soup : Reacted to "My biggest learning ..." with 👍

11:29:25 From Barbara Nuss - Profit Soup : I use web-based cohort meetings where groups of learners attend to apply the online learning. We use breakout groups within the web meeting to role play, and they give each other feedback. Hybrid learning gives you the opportunity to give human feedback.

11:30:31 From Bruce Cronquist : Replying to "I use web-based coho..."

I love having learners evaluate each other's answers. I provide a rubric for them to use.

11:31:20 From Maureen Flanagan : Reacted to "I love having lear..." with 👍

11:31:48 From Claudia W Brogan__ATL : Reacted to "I love having learne..." with 👍

11:31:51 From Claudia W Brogan__ATL : Reacted to "I use web-based coho..." with 👍

11:31:57 From Betsy Spetich : I tried having supervisors provide feedback on an activity in a previous HAZWOPER training and that didn't go over very well. It was an online training on Job Hazard Analysis. At the end, the learner had to develop one for one of their duties, then discuss it with their supervisor. The supervisor had to sign off on it to complete the online lesson. Most did not like this activity. Part of it was the activity, part of it was how the LMS

functioned.

11:32:27 From Benita Neely : Replying to "I use web-based cohort meetings where groups of learners attend to apply the online learning. We use breakout groups within the web meeting to role play, and they give each other feedback. Hybrid learning gives you the opportunity to give human feedback."

I learned a new term yesterday about breakout rooms, BODO (break out, duck out).

11:32:41 From Bruce Cronquist : Reacted to "I learned a new term..." with 😄

11:33:55 From Heather Varney : Reacted to "I learned a new term yesterday about breakout rooms, BODO (break out, duck out)." with 😄

11:35:22 From Bruce Cronquist : Has anyone tried using AI to review the transcript from the breakout rooms? More than just summarize, but "grade" their work.

11:35:38 From Laura Burton : For Breakout Rooms, depending on the size of your classes and number of Breakout Rooms, I have gone around and joined each room myself for a few minutes to observe what they are doing and answer any questions they have. Before I open the BOR, I let them know I am going to be doing this so they aren't surprised. Also, it kind of holds them accountable for doing the activity because they know I will be joining in at some point.

11:36:11 From Nicole Duclos : Reacted to "For Breakout Rooms, ..." with 👍

11:36:20 From Claudia W Brogan__ATL : Reacted to "For Breakout Rooms, ..." with 👍

11:36:22 From Betsy Spetich : Reacted to "For Breakout Rooms, ..." with 👍

11:37:10 From Barbara Nuss - Profit Soup : I find that when I bounce into a group myself they clam up, so as the facilitator I don't jump into the groups. Maybe I should.

11:38:20 From Claudia W Brogan__ATL : Replying to "Has anyone tried usi..."

@Bruce Cronquist: I wonder what that looks like. How would you have AI 'grade' their report-outs?? so interesting

11:38:39 From Bruce Cronquist : You can give each breakout room an activity that they must report back the results. For example, the 1-2-4-All Liberating Structure.

11:38:49 From Betsy Spetich : I use participants I know will be responsible as the leaders. Usually I assign them ahead of time and provide guidance.

11:39:09 From Benita Neely : Replying to "For Breakout Rooms, depending on the size of your classes and number of Breakout Rooms, I have gone around and joined each room myself for a few minutes to observe what they are doing and answer any questions they have. Before I open the BOR, I let them know I am going to be doing this so they aren't surprised. Also, it kind of holds them accountable for doing the activity because they know I will be joining in at some point."

Be specific in the task. Do not give multiple tasks. Time limit is a must. Use the timer. Also try to have most of the task pre-determined like setting up a Miro board and have them fill it out based on their discussion.

11:39:52 From Barbara Nuss - Profit Soup : Reacted to "I use participants I..." with 👍

11:40:49 From Barbara Nuss - Profit Soup : Replying to "Has anyone tried usi..."

Hmm... I don't get transcripts from breakout rooms. I use Zoom. Is there something I could do differently in set up to get transcriptions from breakout rooms?

11:42:35 From Barbara Nuss - Profit Soup : I make the groups 5 where 2 are practicing the interaction (roll play) and the other 3 are observers. Then tell them to spend 5 ro 10 minutes on interaction, then observers give feedback for 5 or 10)

11:43:58 From Barbara Nuss - Profit Soup : Ask the group - what advice would you give to Jason?

11:45:08 From Bruce Cronquist : Replying to "Has anyone tried usi..."

@Claudia W Brogan__ATL It's pretty easy. I have a Chat or Project in AI for each course. So, AI knows the content, rubric, etc. I pass the transcript to AI and ask it to grade the content.

11:45:50 From Bruce Cronquist : Reacted to "I make the groups 5 ..." with 👍

11:46:37 From Barbara Nuss - Profit Soup : What technology do you use to put a clock on the screen? I suppose with zoom you could just set your close window to 10 minutes when you send them out to a 10-minute breakout!

11:47:05 From Sandra Guzman : I use it to give people a heads up before the breakout time will end. 5 minutes left!

11:48:08 From Barbara Nuss - Profit Soup : Blast announcements - I like Jason's idea about dripping new elements of the scenario. At least share "you should be wrapping up the role play and start getting feedback from your observers."

11:48:35 From Sandra Guzman : Reacted to "I find that when I..." with ✅


11:48:39 From Barbara Nuss - Profit Soup : Are you broadcasting by voice or message?

11:48:43 From Benita Neely : Replying to "What technology do you use to put a clock on the screen? I suppose with zoom you could just set your close window to 10 minutes when you send them out to a 10-minute breakout!"


There is a countdown time option when you create your Zoom rooms.

11:48:43 From Claudia W Brogan__ATL : Replying to "What technology do y..."


@Barbara Nuss - Profit Soup there is a tech feature (add=in) but i can't recall this minute. you could use the "blast feature" to keep them going "8 minutes left" ---"5 minutes left"


11:48:45 From Sandra Guzman : Removed a  from "I find that when I..."


11:48:45 From Barbara Nuss - Profit Soup : I find messages don't get seen.

11:49:04 From Benita Neely : Reacted to "I find messages don't get seen." with 

11:49:21 From Jason Dreyer : Reacted to "I find messages don't..." with 

11:49:28 From Benita Neely : Reacted to "I find messages don't get seen." with 

11:49:47 From Claudia W Brogan__ATL : Reacted to "There is a countdown..." with 

11:50:07 From Benita Neely : Removed a  reaction from "I find messages don't get seen."

11:50:10 From Barbara Nuss - Profit Soup : RE: Producers - train your SMEs/supervisors to be producers, many of them know how. There are many benefits to having them participate.

11:50:24 From Cynthia Lewis : Reacted to "RE: Producers - tr..." with 

11:51:04 From Dawn Weiman : Reacted to "RE: Producers - trai..." with 

11:51:18 From Heather Varney : I am an outlier probably that I have never cared for breakout rooms. I haven't really seen them used effectively. But in thinking about how I might use them better, has anyone used them to set up a typical project or cross-team collab situation where each breakout room would be a different team and you give them that team's unique perspective, have them discuss it within their small group, then do a project meeting as a whole class acting as their assigned "team"?

11:51:48 From Nicole Duclos : Replying to "I am an outlier prob..."

I am not a fan of them either.

11:51:57 From Barbara Nuss - Profit Soup : Facilitation is a leadership skill! Let them

practice their coaching skills!

11:52:04 From Benita Neely : Replying to "I am an outlier probably that I have never cared for breakout rooms. I haven't really seen them used effectively. But in thinking about how I might use them better, has anyone used them to set up a typical project or cross-team collab situation where each breakout room would be a different team and you give them that team's unique perspective, have them discuss it within their small group, then do a project meeting as a whole class acting as their assigned "team"?"

Me either

11:52:33 From Bruce Cronquist : Replying to "I am an outlier prob..."

They are a lot of work for us and/or our Producer.

11:53:24 From Heather Varney : Replying to "I am an outlier probably that I have never cared for breakout rooms. I haven't really seen them used effectively. But in thinking about how I might use them better, has anyone used them to set up a typical project or cross-team collab situation where each breakout room would be a different team and you give them that team's unique perspective, have them discuss it within their small group, then do a project meeting as a whole class acting as their assigned "team"?"

I think one reason I don't care for them is it's often an attempt to turn an in-person small groups discussion format and transfer direct to V-ILT format...that doesn't work well in many situations, often due to lack of/poor activity design.

11:53:26 From Barbara Nuss - Profit Soup : That's a word my mother would have used.

11:53:33 From Heather Varney : Reacted to "They are a lot of work for us and/or our

Producer." with 700

11:53:36 From Dawn Weiman : Reacted to "Facilitation is a le..." with ❤️

11:53:39 From Benita Neely : Reacted to "I think one reason I don't care for them is it's often an attempt to turn an in-person small groups discussion format and transfer direct to V-ILT format...that doesn't work well in many situations, often due to lack of/poor activity design." with 700

11:54:18 From Jason Dreyer : Replying to "I am an outlier prob..."

That's just it - the design has to be intentional for virtual vs. in-person.

11:54:25 From Bruce Cronquist : Reacted to "That's a word my mot..." with 😊

11:54:27 From Heather Varney : Reacted to "That's just it - the design has to be intentional for virtual vs. in-person." with 700

11:54:57 From Betsy Spetich : Replying to "I am an outlier prob..."

And technology issues. Some of our folks do not have microphones, so are trying to chat while everyone else in the breakout are talking.

11:55:03 From Jason Dreyer : Reacted to "Facilitation is a le..." with ❤️

11:55:48 From Cynthia Lewis : A parking lot for anything off topic

11:55:56 From Barbara Nuss - Profit Soup : Isolate the comments that warrant positive feedback. Move on quickly from the "bad ideas" without making them feel bad. Don't take the bait when they try to take you down the wrong roads.

11:56:10 From Heather Varney : Replying to "I am an outlier probably that I have never cared for breakout rooms. I haven't really seen them used effectively. But in thinking about how I might use them better, has anyone used them to set up a typical project or cross-team collab

situation where each breakout room would be a different team and you give them that team's unique perspective, have them discuss it within their small group, then do a project meeting as a whole class acting as their assigned "team"?"

Oh, yeah, that's a rough component.

11:56:11 From Bruce Cronquist : Reacted to "A parking lot for an..." with 👍

11:56:25 From Cynthia Lewis : Reacted to "Isolate the commen..." with 👍

11:56:31 From Benita Neely : Replying to "Isolate the comments that warrant positive feedback. Move on quickly from the "bad ideas" without making them feel bad. Don't take the bait when they try to take you down the wrong roads."

Yes, do not take the bait.

11:56:33 From Bruce Cronquist : Replying to "Isolate the comments..."

If I see an issue, but don't want to call out someone in the class, I say "In a previous class, this happened..."

11:56:37 From Jason Dreyer : Replying to "Isolate the comments..."

Absolutely avoid the bait. They usually want to disrupt or attack your credibility.

11:56:38 From Dwayne Ross : I have a hard stop for a Department meeting at 1. This has been very refreshing to talk about... love the questions we drew excellence from today.

11:57:28 From Jason Dreyer : Good time to use the SBI model

11:58:05 From Sandra Guzman : I haven't had to deliver in person training for years. But I created an environment of safety for smaller groups that I had long term. Having them do teach

backs and learn on the spot. It worked well. Bad behavior... I would call on the person to have them answer a question and redirect their focus. Then follow up with them after in private.

11:58:12 From Shannon Tipton : Q3 chat schedule:

<https://us02web.zoom.us/meeting/register/6eLRvrHwRtalJGmztgEfXw>

11:58:23 From Benita Neely : Reacted to "Absolutely avoid the bait. They usually want to disrupt or attack your credibility." with 👍

11:58:37 From Cynthia Lewis : Reacted to "Q3 chat schedule: ..." with ❤️

11:59:02 From Barbara Nuss - Profit Soup : When the bad idea comes, I say, "that's a thought., What did others come up with?" Then ask follow up questions to the person who give the good idea.

11:59:09 From Tamaki Stiles : Reacted to "I haven't had to del..." with ❤️

11:59:27 From Sandra Guzman : Take a coaching approach. Ask questions as to how they derived with their answer.

11:59:55 From Claudia W Brogan__ATL : Reacted to "Take a coaching appr..." with 🌟

11:59:57 From Claudia W Brogan__ATL : Reacted to "When the bad idea co..." with 👍

12:00:09 From Barbara Nuss - Profit Soup : Reacted to "Take a coaching appr..." with 🙌

12:00:15 From Nicole Duclos : Reacted to "Take a coaching appr..." with 🌟

12:00:19 From Heather Varney : Reacted to "When the bad idea comes, I say, "that's a thought., What did others come up with?" Then ask follow up questions to the person who give the good idea." with 👍

12:00:30 From Sandra Guzman : Great session, as always! Have a great weekend everyone!

12:00:51 From Bruce Cronquist : Reacted to "Great session, as al..." with 🎯

12:01:11 From Nicole Duclos : Happy FriYAY!

12:01:15 From Bruce Cronquist : Thanks all!

12:01:20 From Betsy Spetich : Reacted to "Happy FriYAY!" with ❤️

12:01:26 From Barbara Nuss - Profit Soup : Bye Bye all!