



Coffee Chat: Building Feedback and Support to Change Behavior

Transcript

https://otter.ai/u/ED1VUtKleKCCqGDwZ4DYc--XM_s?view=summary

Overview

The discussion focused on feedback mechanisms in various training settings. Shannon Tipton and colleagues explored e-learning feedback, emphasizing the use of LMS surveys and follow-up emails to assess knowledge application. Betsy shared a scenario-based training program that used a feedback gauge to measure risk, accuracy, and time, enhancing learner engagement. Don described a system where supervisors review and approve new hires' performance tasks, improving training outcomes. Barbara highlighted the challenges of managing breakout rooms in virtual sessions, suggesting assigning facilitators and using clear instructions. The group also discussed the importance of structured, contextual, and actionable feedback in live training sessions.

Action Items

- [] @Shannon Tipton - Schedule a future Learning Rebels Coffee Chat focused on Alaska, featuring Nicole as a guest, and add it to the recurring coffee chat calendar.
- [] @Shannon Tipton - Arrange a follow-up Learning Rebels Coffee Chat session with Betsy to walk participants through how she built the HAZWOPER scenario-based e-learning course in Articulate Storyline.
- [] @Shannon Tipton - After each Learning Rebels Coffee Chat, send the session resources to all attendees who could not attend live.

Outline

Discussion on Alaska and Weather

- Shannon Tipton and Cynthia discuss the weather in Baltimore and Alaska, noting the differences in temperature and rainfall.
- Shannon Tipton mentions the idea of taking a cruise to see Alaska but expresses concerns about the weather and the duration of summer in Alaska.
- Speaker 1 explains the challenges of cruises in Alaska, including limited time at stops and the temperate rainforest climate.
- Shannon Tipton and Speaker 1 discuss alternative ways to see Alaska, such as independent trips and local excursions.

Transition to Feedback Discussion

- Shannon Tipton transitions the conversation to the topic of feedback, emphasizing the importance of feedback in changing behavior rather than just making people feel good.
- Shannon Tipton introduces the Learning Rebels Coffee Chat and welcomes new participants.
- Maureen shares memories of historical events in Philadelphia, including school activities and tour guiding by her sisters.
- Shannon Tipton and Maureen discuss the historical significance of Philadelphia and the Liberty Bell.

Feedback in E-Learning Courses

- Shannon Tipton discusses the different ways feedback is managed in e-learning courses, including surveys and follow-up emails.
- Cynthia explains how their LMS allows for feedback surveys but lacks a mandatory feature.
- Speaker 1 describes their LMS's ability to send follow-up emails for feedback at 30 and 90 days, focusing on the application of learned knowledge.
- Maureen shares her experience with simulation software that provides contextual

feedback based on user responses.

Interactive Feedback Mechanisms

- Betsy describes a training program she developed for inspectors, using a feedback gauge to measure risk, accuracy, and time based on user choices.
- Shannon Tipton and Betsy discuss the importance of contextual feedback and the use of scenarios to reinforce learning.
- Betsy explains the challenges of getting feedback from SMEs and the use of AI to develop the program.
- Shannon Tipton appreciates the innovative use of feedback gages and the positive feedback Betsy has received from participants.

Feedback in Virtual Learning Settings

- Barbara discusses the challenges of managing breakout rooms in virtual training sessions, including issues with group leaders and participant engagement.
- Shannon Tipton and Barbara brainstorm solutions, including assigning facilitators to breakout rooms and using clear instructions and leaders.
- Bruce shares his experience with using rubrics and peer evaluations in breakout rooms to provide feedback.
- Jason suggests using private chats and the "blast" feature to provide guidance and feedback in breakout rooms.

Structured Feedback in ILTs

- Shannon Tipton emphasizes the importance of structured feedback in live training sessions to avoid derailing participants.
- Claudia shares tips for providing feedback, including being mindful of how participants receive feedback and avoiding a list of sins.
- Shannon Tipton and Claudia discuss the importance of framing feedback positively and constructively.
- The conversation concludes with a discussion on the next Coffee Chat topic, focusing on engagement in virtual and live training sessions.