Register Today!

Workflow
1 2 3 4
Learning

**Train the Trainers, Facilitator and Designer
Online Certificate Workshop**

Workshop #1
Operations, Processes & Software

Workshop #2
Compliance and Safety

http://vignetteslearning.com/vignettes/workflowlearningworkshop.php

We know when it comes to work issues and challenges, workers and learners "figure it out." But how do we help boost their ability to discover solutions for themselves and make the process better, faster and cheaper? How do we craft learning strategies that extend the knowledge we provide them beyond the walls of training towards application to real work problems and situations?

Workflow Learning is a boots-on-the ground learning approach that is rooted in the knowledge that people are continuously learning in the workflow.

Beyond the Walls of Instructions

Today there is a demand by top leaders to push training design and delivery beyond the walls of instruction-led learning towards learning in the workflow. Learning and training provide the foundational skills and knowledge. However, when workers go back to work after training, they face work issues not covered in the classroom, eLearning or even in support documents like FAQs and references. They also have forgotten many of the ideas. This problem leaves workers to fend for themselves and figure out how to deal with work issues. This often causes risks, liabilities, high operating costs, slow actions, and failures while workers are doing their work.

Although many trainers and designers add scenarios, games, simulation, and exercises to "approximate" the work issues, these methods, at best, are attempts to bring training closer to work applications. They are inadequate and cannot be relied upon to cover contingencies and exceptions that happen in daily work.

Therefore, it is imperative that trainers and designers enhance their requisite skills and knowledge along with helpful tools to design workflow.learning strategies.

Two Distinct Workshops: Operations and Compliance

In these two distinct workshops (1) Workflow Learning in Compliance and Safety (2) Workflow Learning in Operations, Processes, and Software, you will learn and be able to apply the following skills, knowledge, and tools.learning strategies.

- Find opportunities to reduce risks, lower costs, and improve performance in areas which may be missed in learning and training.
- Design and deliver learning to connect classroom, eLearning, and performance support to workflow applications.
- Structure learning objectives to include work applications and handling unforeseen work issues.
- Design interactive methods to help workers get to the bottom, decipher and find solutions and answers to specific work issues.
- Use 15 ready-to-use templates on work application tools such as: analysis of work issues, prioritization, troubleshooting, decision-tree, 80/20 rule, handling deviations, reading data, developing solutions, finding answers and many others.
- Discover methods that enable and encourage workers to seek help, share and learn from others to resolve work issues.
- Design methods for quick needs assessments and instant answers and solutions.
- Implement tracking and monitoring for results in workflow learning.

NOTE: The workshops are NOT about creating scenarios or exercises to "emulate work issues." Rather, they FOCUS on implementing design methods that allow workers to "think through" and fix, solve and improve actual and real-life issues. You will learn how to bridge the gap between learning and doing. These unique workshops equip you, the trainers and designers, to enable workers' learning in the workflow.

Workshop #1
Workflow Learning in Operations, Processes and Software

Oftentimes workers encounter challenges at work which may not have been covered during training. These issues are unexpected, unknown, and present deviations from standards, procedures, and results. These deviations cause delays, stoppages, low yields, breakdowns, equipment failures, high reject levels, low efficiencies, and many other undesirable outcomes. Workers need to get to the bottom of the work issues, figure out the answers, and apply that knowledge to handle the issues and challenges. Trainers and designers must find ways to utilize ideas from training, learning and performance support materials, with the purpose of enabling workers in their troubleshooting, problem-solving, resource allocation, prioritization, escalation, and collaboration with others to find and create immediate solutions.

In this workshop, you will experience first-hand how to design and deliver learning programs that help workers learn in the workflow. You will gain practical knowledge on how to extend Workflow Learning ideas to aid workers in resolving work issues related to inefficiencies, high costs, and low performance.

Workshop #2
Workflow Learning in Compliance and Safety

There are high-risk work issues in compliance, such as safety, employment, near misses, toxic wastes, crisis situations, ethical issues, fraud, crime and abuse, and many others. Workers often face day-to-day pressures at work that require them to make decisions, take actions and follow regulations and procedures. Unfortunately, situations have unique issues, specific context, and challenges. Workers need to figure out the answers and apply these knowledge to comply with rules and regulations while protecting lives and assets of the company including the avoidance of catastrophic consequences.

In this workshop, you will experience first-hand how to design and deliver learning programs that help workers' learning in the workflow, enabling them to apply ideas and resolve work issues related to compliance and safety.

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Who Should Attend the Workshops

The two workshops are designed for trainers, designers, developers, leaders, and managers who want to ensure that after their training and learning programs, workers are able to apply ideas and skills at work. Participants are those who want to reduce the gap between learning and training and ensure that workers manage work issues as they happen while doing work. Learning ideas to aid workers in resolving work issues related to inefficiencies, high costs, and low performance.
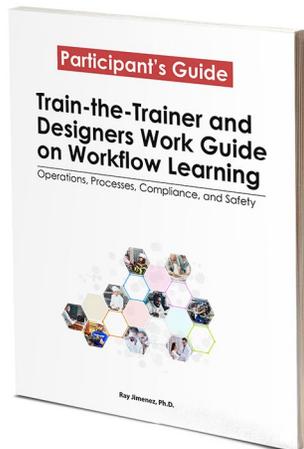
Participants will obtain the following useful guides.

Train-the-Trainer and Designer's Work Guide

The work guide contains the following.
• A step-by-step process of reviewing and designing answers and solutions to add applications in learning in the workflow
• 10 Work Applications templates
• Designing Instant Needs Assessment and Instant Answers
• Implementation Plan
• Workshop handouts
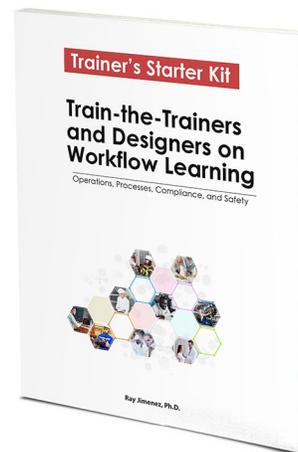• Online access to references

Trainers' Starter Kit

The Trainer's Starter Kit helps trainers and designers in the implementation of their own in-house Workflow Learning mini-workshops.

Contains ready-to-use trainer resources for you to apply in implementing classroom or eLearning activities.
• 10 short video lessons to help trainers and designers implement work applications projects of Workflow Learning.
• PowerPoint presentation of 10 applications templates
• 10 Exercises to support each video lesson
• 10 live Storyline and Captivate interactive tools for eLearning or classroom exercises and Workflow Learning.
• Participant handout to accompany the 10 mini-lessons

VignettesLearning

Vignettes Club - Free Membership

One year free membership included in the workshop.

Vignettes' Club is a limited-access and for-members-only online resource. It is designed to help trainers, designers, developers and learners to upskill in areas of instructional design, development, and delivery. Specifically, the resources include topics like Story-Based Design, Scenario-Based Learning, Microlearning, Virtual Training, Workflow Learning and others.

As a basic member, you are invited to attend private and small group weekly mentoring sessions and access online videos, demos, recordings, and ebooks. Please see more

Seating Is Limited

The workshop is an in-depth, highly interactive experience employing varied multimedia lessons, mini-projects, individual coaching and mentoring. Due to the personalized attention you receive from facilitators and mentors, workshop seats are limited. Reserve your seats early.

Workshop is Software and Platform Agnostic

Organizations use many forms of collaborative and learning platforms. The workshop does not require participants to use one nor does the workshop promote any specific software or platform. Instead, a proprietary system will be used to enable participants to have hands-on experience throughout the duration of the workshop. Participants will be asked to review, explore or use their company's or other providers' software and platforms for more meaningful application as needed.

Small Group In-House Workshop

If you have a small number of instructional designers, developers, facilitators, SMEs and leaders, we would love to help you apply Workflow Learning in your team.
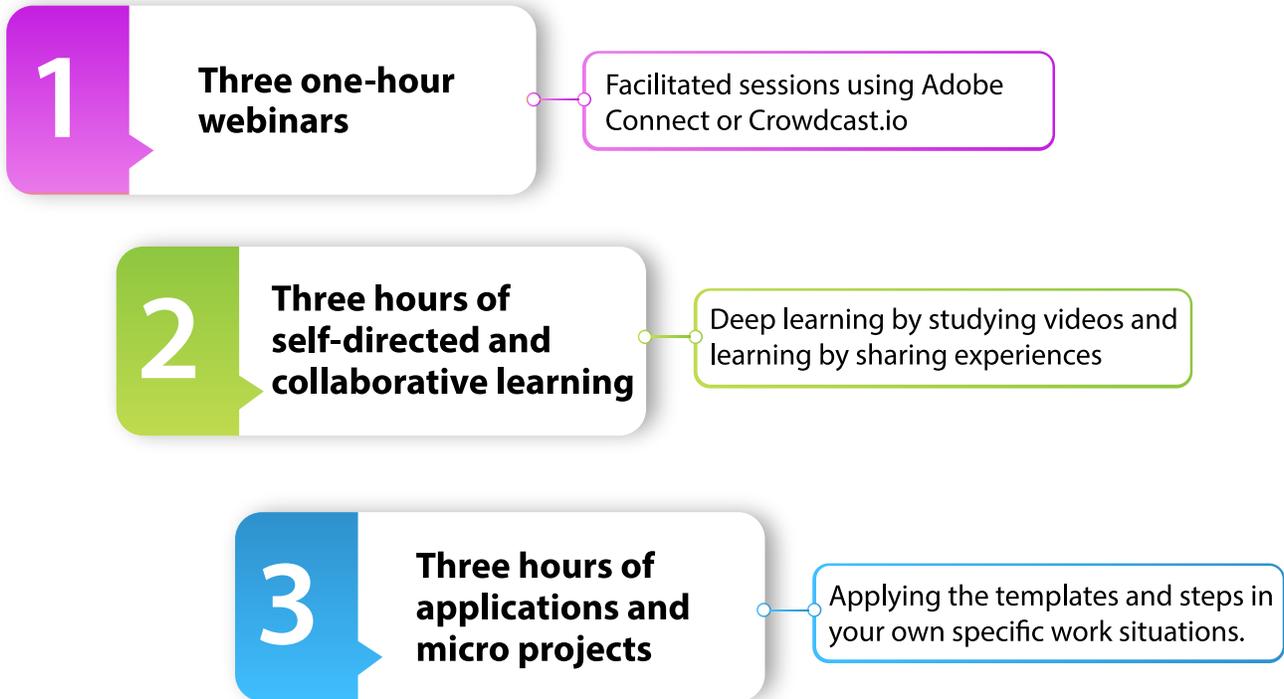
Please contact us for more details.

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Workshop Structure

The workshop has three parts:

1   **Three one-hour webinars** — Facilitated sessions using Adobe Connect or Crowdcast.io

2   **Three hours of self-directed and collaborative learning** — Deep learning by studying videos and learning by sharing experiences

3   **Three hours of applications and micro projects** — Applying the templates and steps in your own specific work situations.

Join the workshop and let's have fun learning!

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About the Facilitator

Ray Jimenez, PhD

William J. Ryan, PhD

Melissa Erceg Dougherty

Jonathan Workman

Jeffrey Riley

Delia Smola

List of Past Workshop Participants

CapitalOne   aetna   DELL   accenture   Marriott   MERCK
                                     High performance. Delivered.

FedEx   Southwest   MIT Massachusetts Institute of Technology   Ultimate SOFTWARE   DENSO

KAISER PERMANENTE   bp PROGRESSIVE   Caltech   FDIC

CHOICE HOTELS   lyondellbasell   ORACLE   PHILLIPS 66   verizon

WELLS FARGO   Google   YAHOO!   Apple   KPMG

Northwestern Mutual   TJX   Florida Blue   BOEING   PIXAR ANIMATION STUDIOS   NASA

What Participants Say

> " Ray is an incredibly likeable, relatable presenter who provided practical, hands on solutions to issues that run across all organizations. I enjoyed this workshop more than any other I've attended in my professional career. "
>
> - **Aimee Lantzy**, Creative Studio Director
> Alchemy Systems

> " This really great seminar successfully addresses ways to provide critical, workflow learning solutions in multiple domains (business, education, etc.). Additionally, the content of the seminar was structured in a way to provide participants with the tools to adapt and customize the tools and processes to fit their own needs.
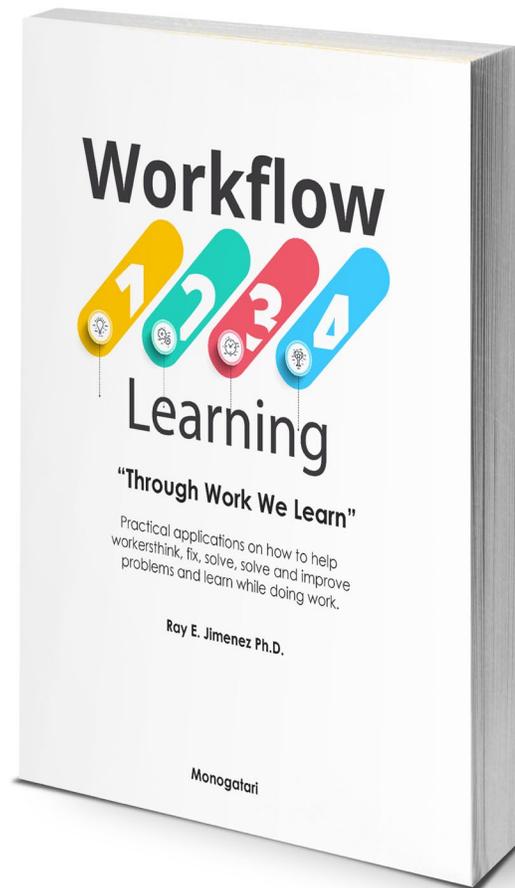>
> Dr. Jimenez is an engaging, educated and entertaining instructor. He built on his ideas in an excellent manner, starting with a broad foundation and working up to the specific, all the while checking in with the participants to ensure that everyone understood, before progressing. "
>
> - **David Greenfield**, Consulting Educator &EdD candidate
> Learning Technologies

> " Ray is one of the most natural teachers I have ever met. He is able to take all the high-level concepts that he has studied, discovered and used, and bring them down to a level where almost anyone can understand them. "
>
> **Bob Jones**, IT Specialist
> Johns Hopkins University

FREE Book for Workshop Participants

Practical applications on how to help workers think, fix, solve
and improve problems and learn while doing work. 250 pages
presenting case studies and best practices, technical solutions and
implementation of Workflow Learning.
www.LULU.com

Please visit our workshop page.
For further inquiries, please click here to let us know.

Vignettes Learning
1191 Huntington Drive, 188, Duarte, CA 91010, USA
(626) 930-0160 || www.vignetteslearning.com

Vignettes Learning Offerings

1. Public Workshops:

Public workshops are Vignettes Learning events open to the general public, both for local and international participants. The webinars for each program are designed as highly interactive online sessions where each participant works on a personally-chosen project and gets the special attention and support of an assigned virtual mentor-coach.

2. In-House Workshops:

In-house workshops follow the same public workshop format and methodology of the core programs, but have the added value of customized content for a more specific targeted audience. Projects and content are tailor-fitted for these specialized communities and environments. This enables on-point rapid learning, better on-the-job performance and ROI.

3. Consulting and Content Development:

For additional expertise and resources, Vignettes Learning also engages in special consulting and content development projects. We partner with our clients, and work with them closely to help them execute their own learning projects more effectively.

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