

APRIL
2020

FREDRICKSON
LEARNING



Community Newsletter

Hello everyone! We hope you and your loved ones are in good health and finding ways to adapt to the COVID-19 crisis.

We thought it would be of interest to the L&D community to hear how various members are handling this situation. So we reached out to quite a few of you to ask how you're doing. The first article, below, has responses from 14 of our community members, describing how they're adapting personally and professionally. We've been inspired by the comments and hope you are too.



One theme that stands out in the responses is how people are using the current situation as a chance to bond and get to know each other better. It's as if social distancing is helping bring us closer together!

A second theme we noticed is how people are turning challenges into opportunities. Folks are finding new ways to serve their learners--e.g., being a support center for use of virtual tools and exploring new formats and delivery methods for just-in-time content.

At Fredrickson, we're going to join this movement and try a new approach for our community events. For years, we've talked about having virtual access to events, but we've resisted going down that path because of the benefit of the in-person connection for everyone. What better

time to try a virtual learning event? Our next two scheduled events, the Learning Technology Network and the Healthcare Learning Leaders Forum, will be held as Zoom conferences. Descriptions of those two events are later in this newsletter.

Joyce and Dave Lasecke

STORIES OF POSITIVITY IN L&D

These last several weeks have been strange, challenging, and at times more than a little scary. They have brought major changes in workflow, the need to form new habits, and a demand to respond to an entirely new set of needs from stakeholders and customers alike. In L&D, the idea of "hitting a moving target" is something that we're used to, and it's hard to think of a time where the target moved any faster than it is now.

We at Fredrickson are continually impressed by the adaptability of all of you, the L&D community. Maybe it should be no surprise that in a time when new ways of thinking and new approaches are a necessity, you're all leading the push to innovate and solve problems. All the same, we can't help but be amazed at the stories we're hearing on the successes that are coming out of this trying time.

We thought it would be fun to share some of these stories with you. We're all feeling a bit isolated, and we miss seeing everyone at the community events. We hope that by focusing on some of the positives coming out of the response to the pandemic, you might glean a little insight that you can take to your own virtual workplaces. Plus you might feel a little more connected to this unflappable and talented community.

Here are a couple of the great responses we received:



Dawn Baker & Vince Therrien
City of Minneapolis

We're fortunate to be part of a profession that has laid a lot of groundwork for virtual service delivery. Our team was easily able to work from home and transitioned so effortlessly that we delivered new employee orientation to more than 30 new employees in a Skype room on day nine of our "new reality"!

That said, we were a bit rusty on virtual learning tools since the City is such an in-person culture. The pandemic has motivated us to sharpen our collective saw around the workings of Skype and other tools. We've also turned into a just-in-time learning resource for the rest of the City on troubleshooting Skype and other applications.

Janna Dorman
Allina Health



Our L&D department was able to cancel all non-essential classes and moved all essential classes to virtual delivery in less than one week. Due to the effective communication we put out, we had only one student show up for class on that Monday. We are using Saba Classroom and Zoom to facilitate virtual training and have implemented one trainer and one producer per class, which seems to be working well.

On the instructional design side, we were able to crank out an eLearning for all staff within 24 hours of the request, have developed tip sheets to help our providers learn how to use telehealth and virtual appointment options, and we converted our new employee orientation to eLearning in a matter of days.

Our team is amazing and our centralization that took place last year in our department is one of the main reasons we have been able to respond so quickly.

A BIG thank you goes to our 14 contributors spanning 11 organizations. Use the links below to jump to an individual story not shown above or click the "Read the full post" button to view them all.

[Michelle Casper, Doron Clark, and Jake Turner - Medtronic](#)

[Mike Dillon - C.H. Robinson](#)

[Tara Florek - 3M](#)

[Karen Hanson - Medica](#)

[Sivaram Jambunathan - General Mills](#)

[Mara Lawler - Red Wing Shoes](#)

[Greg Mellang - Minnesota Management and Budget](#)

[Erick Reinikka - Graco, Inc.](#)

[Chris Walmsley - Thermo King](#)

Read the full post.



EVENT RECAP: FEBRUARY
YOUNG LEARNING LEADERS FORUM



It feels like a lifetime ago given the recent worldwide events, but Rick Rittmaster led a great discussion at our Young Learning Leaders Forum in late February. His topic "Leading with Tomorrow in Mind" focused on how the idea of effective leadership has been changing. Young L&D professionals need to be mindful of this shift as they grow their careers and transition to leadership positions.

Rick highlighted how leaders should approach a world that is becoming more complex, more connected, and more dynamic while working for organizations that are now not only focusing on the bottom line, but also on the people they impact and the planet we all inhabit.

The recent month has illustrated how relevant and important Rick's ideas are. Great leaders will find a way to pivot through changing and chaotic circumstances, and continue to find new ways to lead their teams effectively.

One last thanks goes to Rick Rittmaster and to Graco for hosting this engaging session for the Forum.

Learn about this community.

LEARNING TECHNOLOGY NETWORK
APRIL VIRTUAL EVENT





Learning Experience Platforms (LXPs) are becoming integral tools for learning and development teams for delivering enriching curated content to their audiences. In some sense, it is the natural evolution of the LMS - not just a content repository with basic content navigation features, but an immersive learning platform with fully developed learning paths, a focus on User Experience (UX) design, and highly customized content relevant to individual learners.

Join us for a virtual session from **3:00-4:30pm** on **Wednesday, April 22nd** as we hear from Jason Grom of Ameriprise Financial and Sivaram Jambunathan of General Mills on their teams' journeys to harness the potential of LXPs. The topics they will address include:

- Beginning the journey - identifying the need for an LXP as part of a broader L&D strategy + getting stakeholder buy in
- Creating a high-value experience - UX design, learning plans and pathways, key platform features
- Increasing engagement - social learning functions of the LXP + tactics to promote organizational buy in
- Leveraging the LXP to build skills - teaching skills and measuring skill growth, skill gap analysis, unlocking value

For information on this event, contact [Robin Lucas](#).

Learn about this community.



HEALTHCARE LEARNING LEADERS FORUM MAY VIRTUAL EVENT



The spread of COVID-19 has forced us all to make significant adjustments to our work and our routines. Innovation has been a necessity as we adapt to this pandemic, especially in the healthcare industry.

We invite all members of our Healthcare Learning Leaders Forum to reserve **9:00-10:30am** on **Wednesday, May 6th** for this virtual session led by a panel of your colleagues. The discussion will focus on innovations coming out of the healthcare L&D community in response to COVID-19. We'll be sending the invitation for this virtual session soon.

For information on this event, contact [Jill Stanton](#).

Learn about this community.

UPCOMING LEARNING OPPORTUNITIES IN THE TWIN CITIES



PACT

April 10th
Virtual meeting

Effective Leadership for Amazing
Learning Teams

St. Thomas

Continuing and Professional Education
(CAPE)

Leading Virtual Meetings self-guided online
course available starting April 13th

[Visit the event page.](#)

[Purchase here.](#)



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