ONLINE TRAINING STRUCTURE FOR MULTI-GENERATIONS

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AUGUST 7, 2019
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12 years in academia B.S. Computer Science, M.Ed. Adult Learning and Development, Ph.D. Computer Information Systems, Information Assurance

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How do we make training more engaging to the multitude of learners with different learning styles?
Traditionalists
Pre-1946
- Books and reading
- One-on-one coaching
- No competition with learning
- Lectures
- Classroom instruction
- On the job training
- Workbooks and manuals
- Immediate and continuous feedback

Baby Boomers
1946-1964
- Lectures
- Classroom instruction
- On the job training
- Workbooks and manuals
- Books and reading
- One-on-one coaching
- No competition with learning
- Gaming

Generation X
1965-1979
- On the job training
- Classroom instruction
- Workbooks and manuals
- Books and reading
- One-on-one coaching
- No competition with learning
- Mobile/Tech Savvy

Millennials
1980-1995
- On the job training
- Classroom instruction
- Workbooks and manuals
- Books and reading
- One-on-one coaching
- No competition with learning
- Mobile/Tech Savvy

✓ No competition with learning
✓ May be insulted by continuous feedback
✓ Assessment and feedback
✓ Immediate and continuous feedback
✓ Gaming
✓ Mobile/Tech Savvy
✓ Use of games and case studies
COURSE STRUCTURE

- Text
- Drag and Drop
- Video
- Quiz
- Gamification

Traditionalists (Baby Boomers)

- Baby Boomers
- Gen X
- Millennials

Gen X

- Millennials
Results

- **Length was appropriate**: 72%
- **Format presented helped in learning**: 89%
- **Learned new knowledge and skills**: 92.50%
- **Would recommend course**: 70%
LESSONS LEARNED

✔ Engaging learning is more effective
✔ Revise surveys for better metrics
  – Add more preference questions
  – Add a likert scale
Know your workforce
Select focus learning style/technique
Incorporate technique into online training
Thank You!

Dr. Brenda Ellis, NASA ITSATC Manager

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### GENERATION CHARACTERISTICS VS. TECHNIQUES

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<th>Characteristic</th>
<th>Design Technique</th>
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