



How Happy adapted to remote delivery

Transcript from the BCS Learning and Development specialist group online event held on 28 September 2020.

- 19:05:57 From allyyates : Eating !
- 19:06:20 From Henry Stewart : What I found challenging in the last 6 months....
- 19:09:22 From Mark Palmer : Isolation
- 19:09:30 From Janet : Pace of switch to online delivery
- 19:09:32 From allyyates : Handover to a new person entirely remotely
- 19:09:34 From Sylvia : learning to teach online, followed by teaching others how to teach online
- 19:09:36 From Melanie Cheung : motivation working from home
- 19:09:39 From Philip Wardle : how to do course assessment in an unlearn learning situation
- 19:09:42 From Genny Jones : great to meet you Melanie
- 19:09:43 From Michelle Kaye : helping others understand the tech needed
- 19:09:45 From Louise.Kane : joining a new company and meeting colleagues
- 19:09:47 From Debbie Lawther : conquering zoom
- 19:09:51 From allyyates : Lots of classroom training designs that aren't fit for online
- 19:09:56 From Janet : running facilitated workshops online, interactive whiteboarding
- 19:10:04 From Gary Thornton : Believing what I am continually told makes sense
- 19:10:07 From Melanie Cheung : great to meet you Genny :)
- 19:10:08 From Henry Stewart : what have you found fulfilling over the last 6 months....
- 19:12:58 From allyyates : The time and space recovered from not commuting
- 19:13:02 From Genny Jones : being able to deliver the course online
- 19:13:05 From Ray McAllister : How well the technology has worked in connecting people
- 19:13:07 From Michelle Kaye : helping people get to grips with the tech and keep going
- 19:13:09 From Melanie Cheung : spending more time in nature and getting creative with art/painting
- 19:13:10 From Kevin Streater : having lots of people attend online webinars
- 19:13:11 From Debbie Lawther : meeting up online with friends in other places
- 19:13:13 From Genny Jones : adapting to the changes
- 19:13:13 From Gary Thornton : spending time as a family
- 19:13:14 From Sylvia : for me, learning to teach online
- 19:13:15 From Fintan Swanton : Less time on the road = more time with family!
- 19:13:17 From Jeremy Franks : Getting back to a hobby I gave up 15 years ago
- 19:13:25 From Sylvia : also spending more time with my cats
- 19:13:26 From Graham Goring : Being able to continue working with Online
- 19:13:29 From Janet : a real one-team culture - the enthusiasm with which people pulled together

19:13:31 From Louise.Kane : how easily my job has transferred to 100% homeworking

19:13:34 From Genny Jones : family time

19:13:43 From Genny Jones : started bird watching

19:15:19 From Fintan Swanton : I've been working from home for 14 years, it's no novelty to me.

19:15:47 From Genny Jones : yes I remember Happy computer

19:17:04 From Fintan Swanton : So far, our revenue is up 15%. On the other hand, a family member who works in live concerts, etc is down 100%.

19:17:21 From Sylvia : I have fond memories of the Jaffa cakes and ice cream

19:20:02 From Henry Stewart : Your personal, physical, mental and emotional health is far more important than anything else right now. You should not try to compensate for lost productivity by working longer hours. You will be kind to yourself and not judge how you are coping based on how you see others coping. You will be kind to others and no judge how they are coping based on how you are coping. Your team's success will not be measured the same way it was when things were normal

19:25:53 From Sylvia : Very positive experiences

19:26:01 From Philip Wardle : it would be good to get feedback on experience of different technologies for training delivery

19:26:08 From allyyates : Employer very supportive of people with different challenges in work environment

19:27:59 From allyyates : Adobe Connect has more functionality but is more data hungry

19:28:38 From Colin Johnson : Teams has breakout rooms now.

19:28:46 From Kevin Streater : we are using zoom for live virtual delivery worldwide and it is perfect for training delivery

19:28:49 From allyyates : As does Google

19:29:12 From Mark Palmer : No use today as Teams was down

19:29:58 From Fintan Swanton : Zoom is working very well for our online training course delivery too (Assn of Data Protection Officers, IRL)

19:30:29 From Sylvia : I agree that online teaching can be more interactive than f2f

19:31:16 From Michelle Kaye : Doesn't it depend on what you're training?

19:32:18 From allyyates : So much online learning 'design' is showing slides. Not engaging. Designing for interactive online learning can really enhance interactivity

19:32:19 From Genny Jones : works well for me, using the breakout rooms are very engaging

19:33:01 From Henry Stewart : Miro, Mural, Slido, Mentimetre, Jamboard

19:33:06 From Debbie Lawther : I'm amazed by Henry's comfortable, quick use of Breakouts and pols

19:33:12 From allyyates : It can be helpful to have a 'producer' to deal with the technical process

19:33:34 From Ray McAllister : I find in depends on people's preferred learning methods. Some are highly engaged with online learning, other less so

19:34:36 From Mark Palmer : People using tools for the sake of it

19:34:36 From Kevin Streater : Microsoft Teams

19:34:44 From Genny Jones : worst - internet not working

19:34:52 From Mark Palmer : Cisco Webex

19:34:55 From Debbie Lawther : 'producer's computer going down

19:34:56 From allyyates : Being talked at (worst). Lots of interactivity, and pre/post work (best)

19:34:57 From Michelle Kaye : Being talked to - or using any webinar software

19:34:58 From Philip Wardle : managing extreme time difference e.g. UK to NZ

19:35:00 From Sylvia : yes I agree - dodgy internet

19:35:01 From Graham Goring : Charity process for COVID

19:35:35 From allyyates : Useful to have an ethernet cable too

19:36:03 From Fintan Swanton : Worst experience so far was a very badly organised online conference last week. Schedule completely messed up, no moderating of chats caused big distractions

19:36:06 From Gary Thornton : systems locking or poor audio quality

19:36:17 From Henry Stewart :
<https://jamboard.google.com/d/1Eym6iHem9BXy3H0jhTpeH5McnQqrTzuZGU7MmWd0z2E/edit?usp=sharing>

19:37:15 From Fintan Swanton : Another conference online, participants from all over Europe

19:38:38 From Henry Stewart : 124All

19:39:04 From Henry Stewart : what is emerging for you personally, at work and in society from the crisis?

19:40:05 From Philip Wardle : dealing with health issues, e.g. engagement with NHS on subjects other than COVID

19:47:57 From Henry Stewart : <https://docs.google.com/document/d/1oGwcofvcZuyFOH-EXexKhgzSwoFF-jyndajkse7iu0s/edit?usp=sharing>

19:48:42 From TJ Zitkevitz : I can't

19:48:52 From Philip Wardle : please put the link up again

19:49:04 From Henry Stewart : <https://docs.google.com/document/d/1oGwcofvcZuyFOH-EXexKhgzSwoFF-jyndajkse7iu0s/edit?usp=sharing>

19:50:55 From allyyates : All over the world!

19:51:26 From Michelle Kaye : wow!

19:51:46 From Sylvia : some of my students have been in the south of France, Spain and Portugal at the time

19:51:53 From Sylvia : on holiday

19:52:10 From Fintan Swanton : That all over the world training possibility actually makes me nervous - much greater potential competition

19:52:21 From Genny Jones : thanks Henry some great techniques

19:52:24 From allyyates : Done very lightly. Thank you :)

19:54:02 From allyyates : You can invite everyone to bring a favourite food ten minutes before the session starts

19:54:41 From Ray McAllister : What do you see as the future of learning - Are we moving into a digital delivery world and will the traditional classroom start to fall away, or will people fall back to old habits

19:55:05 From allyyates : We have a breakfast, lunch, dinner gathering that's an optional 30 minutes before the training starts

19:56:22 From Sylvia : I have to say my one mixed session worked well, and I also attended a mixed classroom learning about Canvas in an online/class from the Birmingham office

19:56:46 From Sylvia : But I recognise that there are many considerations and difficulties.

19:57:02 From Michelle Kaye : @sylvia - thanks for sharing

19:57:05 From Kevin Streater : mixed hybrid works well for very technical classes where the majority of time is spent in labs

19:57:40 From allyyates : In one of my clients, the experience of going to their training academy is something everyone enjoys because of the networking and the work that's done informally around the edges

19:58:54 From Gary Thornton : I think that even where online training works, there is still a separate challenge with assessing the successful outcome in many cases

19:59:04 From Michelle Kaye : The last Happy session I went to was LFT - and it was a great time

19:59:17 From Sylvia : So much more it-based materials to learn to use in the live classroom as well

19:59:19 From allyates : It's good to get training away from being an event to being a process

20:00:15 From Henry Stewart : <https://us02web.zoom.us/meeting/register/tZYkc-CvgDgjHdyJEq1mGnmUzFIOnuPahLJW>

20:00:40 From Michelle Kaye : We will post this chat on our website to share thoughts.
<https://bit.ly/39gbokB>

20:01:29 From Philip Wardle : Did I see a pdp11 in someone's background ..

20:01:35 From allyates : Thank you Henry :)

20:01:49 From Michelle Kaye : The recording from this session will be available with our other recordings on YouTube. <https://bit.ly/2CuywA5>

20:01:52 From Sylvia : Thanks, Henry. Very enjoyable and very useful!

20:01:52 From Gary Thornton : It's just a simulation of a pdp11

20:01:53 From Philip Wardle : Thanks all, very useful

20:02:10 From Jeremy Franks : Very useful. Many Thanks.

20:02:52 From Louise.Kane : Thank you

20:02:53 From Michelle Kaye : Bye everyone

20:04:28 From Henry Stewart : https://docs.google.com/forms/d/e/1FAIpQLSfELKWBOHR1REZI6-fdKZXuA2ik1drzc2jCRyBuVLOx4VUQTg/viewform?usp=sf_link

20:05:02 From Henry Stewart : <https://docs.google.com/document/d/1oGwcovcZuyFOH-EXexKhgzSwoFF-jyndajkse7iu0s/edit>

20:07:01 From Michelle Kaye : https://www.amazon.co.uk/Facilitating-Online-Learning-Colin-Steed-ebook/dp/B005JOHL3A/ref=sr_1_1?dchild=1&keywords=colin+steed&qid=1601406402&quartzVehicle=2903-582&replacementKeywords=colin&sr=8-1