IPRO 317: Pervasive Training

We’re gonna train the $#%& out of you!
Team Objectives

• Understand current corporate training systems and how they could be improved

• Develop an innovative program of training that:
  • eliminates concerns with traditional programs
  • is innovative
  • is self-sustained and fully automated
Traditional Training

- Seminars
Traditional Training

- Retreats
Traditional Training

- Online

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- Online IT classes
- Microsoft Office 2010
- Health & safety training
- Legal compliance training
- Sexual harassment training
- Sales training
- Leadership training
- New manager & supervisor training

We also provide technology solutions through our Learning Management System (LMS) and custom developed e-Learning content.

Listen to What Our Clients Have to Say

Upcoming Webinars
- Upcoming FREE Webinars and CE Credit for Certified HR Professionals
  1:00 p.m. Central Time
- How to Convert Classroom Training Into e-Learning - 4.27.11
  Building Bench Strength: Trends in Leadership Development 5.4-11
  > view more events

Follow us at:
Traditional Training

- **Restrictive**
  Traditionally restricted to supervisor and management positions

- **Costly**
  Thousands of dollars for off site training

- **Time consuming**
  Takes workers away from their jobs for extended time periods.

- **General**
  Not specifically targeted to an individual’s needs.
Easy Access
Pervasive Training

• **Very low cost**
  Due to web-based design of training program

• **Time efficient**
  Training delivered through PDA devices and email

• **Available**
  Open to all employees

• **Specific**
  Tailored to the individual, based on anonymous co-worker and supervisory feedback.
Pervasive Training

• **Self-awareness based**
  Employees receive feedback from the people who know them the best

• **Individually driven**
  Employees determine what is important for their job
Pervasive Training

• Helping companies become Learning Organizations where employee training and development are part of their everyday working life.

• Once a participating employee receives feedback training “nuggets” are sent via e-mail to hand held devices or laptops.

• Training nuggets provide encouragement in areas where the employee is doing well and tips on how to do better in areas where improvement is needed.
Group Breakdown

Faculty Adviser

Team Manager

Research Team

Development Team
Research
Group Breakdown

Steve Stanard

Ismail Hassan

Sravya Dasari

Paul Orawiec
Research Team Breakdown

Sravya Dasari

Preston Bailey  Noelle Bennett  Andrew Cho  Swathi Reddy  Archana Singh
Research Progress

- Talk to individuals in the field of corporate training.
- Survey training procedures in close to 10 companies and compare our method of ‘Pervasive Training’.
Next...

- Brainstorm and come up with the 10 themes of utmost importance.
- Figure out sub-themes for each theme and hence complete the questionnaire.
And finally...

- We came up with a set of Training ‘nuggets’ for each subtheme, supportive and constructive nuggets.
Survey

Let's get started!

1.) Is a good listener?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree

2.) Communicates openly and honestly with others?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree

3.) Is condescending when dealing with others?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree

4.) Thinks things through before speaking?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree

5.) Talks too much?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree

6.) Helps coworkers when needed?
   - Strongly Dissagree
   - Dissagree
   - Neutral
   - Agree
   - Strongly Agree
Areas of development:

- Trust
- Teamwork
- Comm.
- Ethics
- People Skills

Communication to Raters

Ratings

<table>
<thead>
<tr>
<th>Trust</th>
<th>2</th>
<th>14.5</th>
<th>Yellow Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teamwork</td>
<td>3</td>
<td>20</td>
<td>Green Zone</td>
</tr>
<tr>
<td>Comm.</td>
<td>2</td>
<td>13</td>
<td>Yellow Zone</td>
</tr>
<tr>
<td>Ethics</td>
<td>1</td>
<td>10</td>
<td>Red Zone</td>
</tr>
<tr>
<td>People Skills</td>
<td>1</td>
<td>7</td>
<td>Red Zone</td>
</tr>
</tbody>
</table>

Results (All Raters)

**KEY:**
- Green Zone = 17.6 – 25
- Yellow Zone = 12.6 – 17.5
- Red Zone = 5 – 12.5

- No Improvement needed at this time
- Show each item:
  - Green = 3.6 – 5
  - Yellow = 2.6 – 3.5
  - Red = 1 – 2.5
- Items become training tidbits
LADDER

* Look at the other person.
* Ask questions.
* Don’t interrupt.
* Don’t change the subject.
* Express emotion with control.
* Respond appropriately
Emerson said: ‘Every man is my superior in some way. In that, I learn of him.’ If that was true of Emerson, isn’t it to be a thousand times more true of you and me?”
MAJOR ETHICAL ISSUES

• GATHERING ACCURATE DATA

• MAINTAINING ANONYMITY OF INDIVIDUALS INVOLVED

• OBTAINING AN HONEST RESPONSE FROM INDIVIDUALS TAKING A SURVEY

• COPYRIGHT INFRINGEMENT WHEN USING LINKS AS NUGGETS
WHAT WE DID ABOUT IT...

- ADDRESSED AS RATER 1, RATER 2... TO MAINTAIN ANONYMITY.

- THE RATINGS ARE STORED IN A SPECIFIC FORMAT, AGAIN TO MAINTAIN ANONYMITY.

- NOBODY HAS ACCESS TO THE DATA COMPILED EXCEPT THE DATABASE ADMINISTRATOR.

- PERSON BEING SURVEYED IS ALLOWED TO CHOOSE WHO SHOULD SURVEY THEM.

- WE DOUBLE CHECK THAT ALL THE LINKS WE USE ARE NOT VIOLATING ANY COPYRIGHT LAWS.
WHAT NEXT?

• **RESEARCH TO DEVELOP MORE TRAINING NUGGETS.**

• **GET MORE PARTICIPATION FROM BIGGER COMPANIES.**

• **MODEL IT FURTHER FOR EVEN LARGER SCALE INVOLVEMENT.**
GROUP BREAKDOWN

Steve Stanard

Ismail Hassan

Sravya Dasari

Paul Orawiec
Initial Goals

- Collection and Implementation of user data.
- Integration of web functions with Database.
- Displaying user data as simplistically and seamlessly as possible.
- Figure out the best method of distribution. Mobile? E-mail? Just web?
- Field Tests- Epstein Global and an IIT Fraternity.
- Improvement of user experience from feedback.
21-27 days

Website

14-17 days

Database

Accounts

Account information is stored in database

Mobile

Email data crafting

Hardware

Need static IP for hosting, comes from OTS

Survey

How many users?

Self

Co-workers

PHP

MySQL

30-60 days

10 days for shipping
What We Accomplished

A near feature complete website running on Linux (Built entirely from scratch, and only begging for help mercifully once!) using:

- MYSQL (a database language)
- .php (A scripting language to produce dynamic web pages)
- Various web development languages.
- An e-mail distribution system in which people can send feedback for clients scoring, and a way to distribute client training “nuggets”.
Results for Easter Bunny

Below shows an average score of how you were rated by peers.

Graph illustrated below show an average of your ratings per dimension.

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>3.2000</td>
</tr>
<tr>
<td>Collaboration and Interpersonal Teamwork</td>
<td>3.1000</td>
</tr>
<tr>
<td>Social Skills</td>
<td>2.6000</td>
</tr>
<tr>
<td>Self-Awareness</td>
<td>2.9000</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>3.0000</td>
</tr>
<tr>
<td>Decision Making</td>
<td>3.1000</td>
</tr>
<tr>
<td>Customer Service</td>
<td>3.3000</td>
</tr>
<tr>
<td>Leadership</td>
<td>3.1000</td>
</tr>
<tr>
<td>Integrity</td>
<td>2.8000</td>
</tr>
<tr>
<td>Motivation</td>
<td>3.1000</td>
</tr>
</tbody>
</table>

Graph illustrated below show an average of how your peers rated you per dimension.

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<tbody>
<tr>
<td>Communication</td>
<td>1.3000</td>
</tr>
<tr>
<td>Collaboration and Interpersonal Teamwork</td>
<td>1.2500</td>
</tr>
<tr>
<td>Social Skills</td>
<td>2.1500</td>
</tr>
<tr>
<td>Self-Awareness</td>
<td>1.9000</td>
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<tr>
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IMPACT

Web based distribution for training opportunities. (Ease of access)

Open to all levels for employees rather than just the top.

Tailored to the individual.

Lower cost.

Tracking of subjective quantifiable data. (The user can see if they’ve made any progress over time.)
Questions?