



Supporting learner engagement in company training sessions with NetSupport School

The Great Resignation. COVID. Decreased employee engagement. These are realities that companies are facing today. Many organizations have also had to make drastic changes to their onboarding and training strategies to account for remote employees, social distancing, and employee safety.

Key indicators of engagement are employee involvement, enthusiasm for the company or the work, and commitment to the workplace and/or the mission of the organization. With so many challenges relating to engagement, organizations are turning to their learning and development (L&D) teams to solve it. Good training and professional development reinforce expectations, creates positive work relationships, shows commitment to employee worth, leads to career growth, and improves overall performance and outcomes.

Implementing tools that support engagement and positive learning experiences is critical. When combined with best practices for training, the right tools can take instruction from good to great. Here are four best practices trainers can use in conjunction with technology to increase learner engagement and boost outcomes for their organization.

Clear expectations

Never in the history of learning anything did telling a student “You have to know this because it’s on the test” ever make them engage with the learning process. At most, it told them they would be asked to recall this knowledge at some point, but it provided no motivation to invest in or internalize it because it was important. The same can be said with employees: telling them “You have to know this because it’s your job” does not cut it.

Everyone wants to know how spending their time and energy on something will benefit them. The greater the benefit, the greater the investment. Invested employees are engaged employees. Having clear expectations laid out at the start and reiterated throughout serve multiple purposes:

- to provide context for when and how they will apply the learning or concepts
- to give them guidelines to assess their own learning and ensure you, the instructor, are fulfilling your role
- to offer a clear picture of how the training will benefit them (their current position, future career goals, sales targets, quotas, etc.).

Using NetSupport School, trainers can clearly outline objectives and outcomes for the course and make sure they are front and center for attendees.

Collaborative learning

In this digital age of hybrid and remote employees, multiple office locations, and social distancing, collaborative learning may not sound feasible. And if you regularly train individuals vs groups, you may not think it's applicable. However, collaborative learning is an essential K-12 teaching strategy that has multiple positive impacts on engagement and learning outcomes, including:

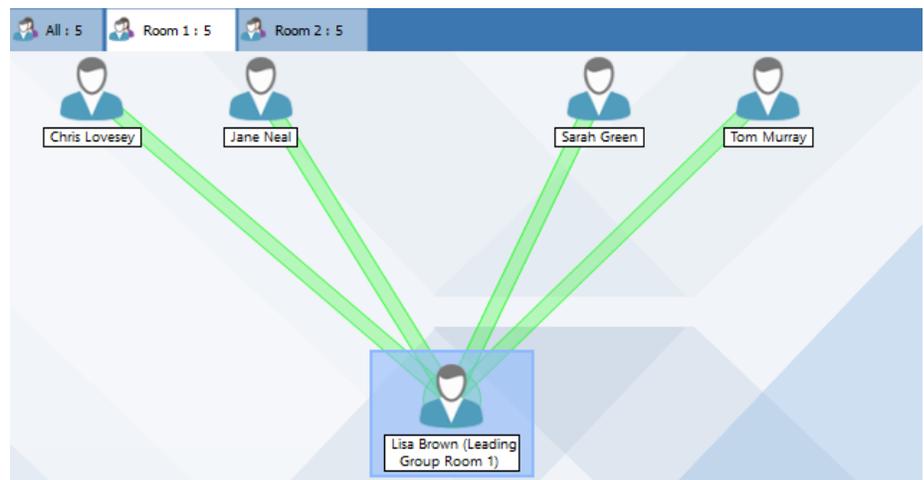
- building key skills like teamwork, decision-making, conflict management, and cooperation
- fostering a positive working environment
- developing employee-employee relationships and comradery
- instilling a sense of value in existing employees asked to participate/assist
- improving comprehension and forcing learning from passive to active.

Using the group leader tools in NetSupport School, instructors can assign a group leader and allow teams to chat without having to sit next to each other. Leaders can share their screen with members to support collaboration and help trainees

take an active role in their learning. Employees don't need to be physically in the same location either – remote employees connected via VPN or on virtualized devices can join in trainings and connect with others through NetSupport School.

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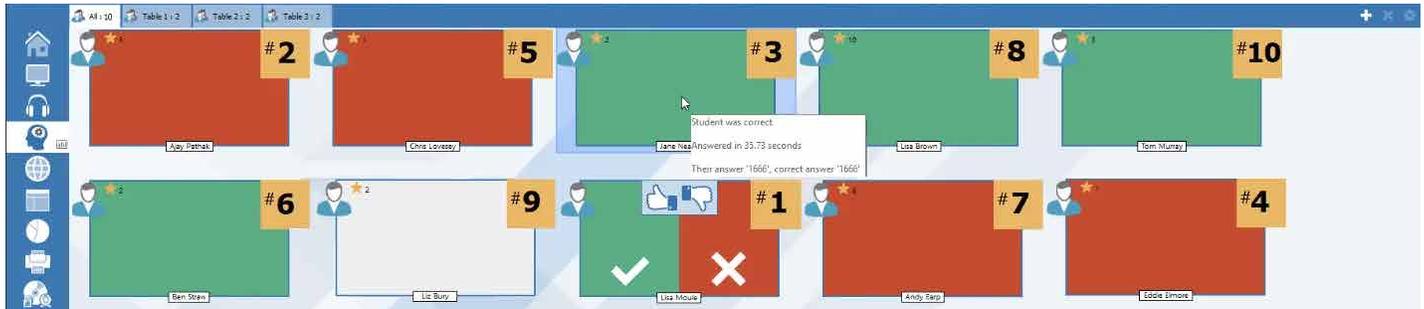
Informal assessments

Seeing what your employees are doing is just as important as them seeing you modeling it. If you were a chef teaching a course on how to decorate a cake, you would first demonstrate the technique while explaining it. But to fully assess the students' progress, you would need to watch them while they practice the technique. The same is true for training and development. In situations where your learners are not physically present, NetSupport School provides screen-sharing and thumbnail views of employee machines to facilitate this. Unlike Teams or Zoom, which generally allow for one screen being shared at a time, NetSupport School offers a view of all learners' screens and allows the instructor to provide 1:1 feedback while learners complete tasks at their own pace.

Several informal assessment tools are built into NetSupport School, including Q&A, instant surveys, feedback and wellbeing, and 1:1 chat. Q&A creates a gamified environment, allowing learners to respond to questions so instructors can evaluate their learning. Creating exit slips via the survey tool helps to assess learning by allowing participants to give

feedback on their experience. Consider the 3-2-1 method, which asks for three pieces of feedback:

- 3 key takeaways from today
- 2 topics I wish we had discussed more
- 1 question I still have.



Multiple modalities

A term common in K-12 education but not as well known in the corporate world, multiple modalities instruction involves meeting learners where they are by incorporating multiple means of connecting with or experiencing the content. In training, we need to evaluate how we present the material and look for ways to diversify this for our learners. This might include visuals, relating content to experiences, music, opportunities for writing/note-taking, or collaborative learning.

The built-in whiteboard feature in NetSupport School not only lets instructors share a virtual whiteboard directly on learner devices but also gives the option for learners to interact with it and contribute to it. Alternatively, trainers can share their screen or exhibit a trainee's screen directly to the group and record the presentation so trainees can review it later.

Key takeaways

Successful training has a positive impact not only on employee performance, but also overall engagement and confidence in themselves and the organization. Employees are more likely to stay with a company if they feel the company is investing time and resources into them.

Clear expectations give learners direction, purpose, and motivation. Collaborative learning nurtures the development of critical skills while informal assessments allow for adjusting instruction based on the progress of the learners. When we provide multiple methods of connecting with information, we increase overall engagement and learning.

Investing in training tools and techniques which will foster positive learning experiences benefits everyone: employees feel more validated when they are invested in, trainers can be more effective with the right tools, and the company benefits from the increased staff engagement and knowledge – all contributing to its future success.

About NetSupport School

NetSupport School is an effective training and instruction solutions used by companies large and small right across the world. Supporting all major platforms – Windows, macOS, Chrome, Android and iOS – it offers a full toolkit for conducting effective and engaging training and assessment.

Find out more at <https://www.netsupportschool.com/>