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## A Recipe for Blended Learning

Quick-step guide to creating a “Blended” Approach by deciding which learning can be done by e-learning or other methods and which needs some face-to-face or live experiences.

### Step 1

Prioritise your content into the 3 main categories according to what the learners:

- Need to Know
- Nice to Know
- Where to Go To Find

### How do you decide?

The Need to Know content comprises the Knowledge, Attitudes and Skills the learners are expected to recall and be able to use and/or do regularly within 30 days of the learning experience. Some pre-testing and pre-briefing of this material could be done by e-learning but the best way to transfer the crucial Attitudes and Skills will usually be by highly interactive face-to-face, live learning experiences involving role modelling and skills practice. Although e-learning can be a valuable support tool, it is very difficult to thoroughly transfer desired attitudes and subsequent behavioural change without a live experience.

### Step 2

If Step one has been done properly, the bulk of your initial content will now be in either the Nice to Know or Where to Find categories. So the face-to-face sessions have already been freed of their greatest threat, information overload. If learners are likely to require a piece of information or a skill occasionally, this becomes Nice to Know. While some face-to-face learning may help particularly with the attitudinal and skills aspects, most of the Nice to Know content can be adequately transferred as follow-up e-learning modules. Some on-the-job coaching from their manager may be all the support required.

### Step 3

Information or resources of which learners need to be aware but would rarely be required to use, constitutes the Where to Go to Find content. This does not need to be recalled and used regularly and simple communication can be used to let them know where to find help should they ever need it. Training on this would be a waste of time and money.

So in summary, live delivery is used primarily for stimulating and practising the attitudes and behaviours that learners need to use to improve their productivity in the workplace. E-learning is an ideal way to preview, follow-up and reinforce this key content. E-learning is also an ideal way to enable learners to access the less crucial but Nice to Know content once they have had the opportunity to transfer the Need to Know Learning back on the job. Intra-web and plain old management communication are ideal tools for the dissemination of the often bulky Where to Go to Find content, which learners are not expected to instantly recall.



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