Effective education is more like an _________________ than a _________________.

Three keys to building credibility as an NPD specialist:
1.
2.
3.

Microlearning is a method of delivering training content in _____________, topic-focused units.

Refresher training _____________ previous training or existing knowledge.

Spaced learning:
- Results in long-term retention
- Reduces _________________ load
- Enables time for processing new information

Repetition:
- Keeps learning topics fresh
- Encourages _____________ of information
- Addresses the need to _________________

Recommendations for microlearning refreshers:
- Keep it _________________ and _________________
- Use a variety of _________________ methods
- Track business _________________

Notes

A Refreshing Approach

Consultation
- Does the audience have prior knowledge of the topic?
- What prompted the request for training?
- What current evidence or data is there to support training?
- What is the ideal business outcome?
- How will we know if the training is successful?

Propose alternative solutions instead of saying “no.”

When to Use Microlearning Refreshers
- If in-depth training already occurred.
- If learners have existing knowledge of the information.
- If there is a drift in practice.
- If the content can be delivered in short segments.

Spaced learning and repetition help with retention.

Microlearning Refresher Prompts
- What’s the latest viral video challenge?
- What’s the latest hashtag trending on Twitter?
- What’s the most played song on the radio?
- What games are at the top of the iTunes chart?
- What videos are trending on YouTube?
- What’s the most talked about movie?

Stay away from controversial topics. Keep it fun!
In 2016, Children’s Health took a different approach to HAC training. Instead of mandatory, annual education on all HACs, we rolled out monthly HAC Refreshers.

Our data showed positive results immediately after the education, but that trend didn’t continue.

Staff generally knew what to do, so we needed a way to address the drift in practice.

Spacing out learning over time gives staff less information to process at once and more time to learn it, resulting in better long-term retention.

Learners only have 1% of a typical work week to focus on training and development. Short refreshers make the most of that time. *

Refresher training can take as little as 4 – 12 hours to produce so the cost of developing training is reduced.

Approximate 15% reduction in Hospital Acquired Conditions from the 2014-2015 baseline.

We got off the rollercoaster and are starting to see sustained improvement in multiple HACs.