ELEARNINGNEWS ARTICLE

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Customize the e-learning experience through empathy

The e-learning that is based on empathy is able to enter into direct connection with the user, with his mindset, with the work environment in which he works and with the problems he faces, by involving him adequately to offer him a solution.

Having empathy means having the ability to see the world through the eyes of another, to understand and share their feelings. An e-learning course should be designed and thought from the point of view of the future user to propose a product / service that helps him improve his professional performance.

But how is it possible to customize the e-learning experience through a culture of empathy?

1. Personalizing the learning experience
2. Offering a simple and open navigation
3. Strengthening knowledge by means of feedback

1. Customize the learning experience: how can it be achieved?

First of all, e-learning training must provide a unique experience for each student, also considering the different levels of competence. On the other hand, it must be able to tune into the different learning styles of the learners. How to do this? A level basic, you can simply change a font or a background for an e-learning course, create a student avatar or choose the type of training to follow based on the job role covered by the user, his / her local language, the skills he / she has and the possibility of leaving personalized feedback to improve the learning experience.

2. Offer simple navigation

One of the main features of e-learning platforms is usability, i.e. the ability to easily use the platform, so it is necessary to design the course so that students can easily navigate between chapters and online content and choose the courses (or chapters) that best fit to your own personal learning style or work role, which improves motivation and involvement, making the success of online training more likely. So, it would be better to use easily recognizable symbols and / or words that can immediately explain the action to be performed. It will therefore be necessarily to make sure you use a simple and well-labeled menu, with screen titles in the menu all the same length. It is essential, in fact, to allow trainees to easily switch from one lesson to another, from one chapter to another, using links, icons or a list of sections always present in a special section of the page. Furthermore, the course creation tools offer the flexibility to include, along with the text, audio, video and hyperlinks, useful elements to offer students a detailed explanation on the subject.

3. Strengthen knowledge through feedback

Feedback or test Evaluation on the course is extremely useful for closing the learning cycle, since in this way the students are asked their opinion on the training experience just ended also evaluating the learning and strengthening the understanding of the concepts. In order for these tests to be well formulated and effective, they should consist of clear and concise questions about the material covered in the lesson, requiring students to reflect and remember the concepts learned, without asking for obvious answers.

Being empathetic is also important in learning in e-learning mode as it allows you to connect directly with each user, with his specific job role and with the daily challenges he faces, by appropriately involving him to offer him an adequate solution that will facilitate him performance of his duties.