ELEARNINGNEWS ARTICLE

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How to use digital resources to train managers?

How important is the training of managers in today's business environment?

The modern business scenario? Fast, full of commitments, flexible and digital. The need for immediate responses and rapid learning of workflow is more widespread than ever.

Why is the formation of new managers important?

As we said, work has changed dramatically in recent years.
The aforementioned conditions have heightened the importance of training for new managers. The training team needs to re-evaluate and re-orientate the tools used and the way all employees work and "learn". Traditional training techniques are no longer sufficient in the digital age: it is important to support employees at work by providing them with just-in-time training, information and know-how (that is, making information available at the specific time they need it).

Why does the need for a "new" type of manager arise?

Managers have a great responsibility within an organization: they not only have an impact on the performance of the personnel they manage, but they also have an impact on their involvement, productivity and behavior.

Most managers learn on-the-hob, in a purely experiential way: they distinguish between good and bad practices (what to do and not do), and consequently construct a way of acting habitually (guided by previous experience) that is applied to new situations that arise.

It is difficult to break with the past and the old habits, especially if rooted in organizations with a strong corporate culture. Therefore, it is not hard to understand why many organizations are still so tied exclusively to traditional methods such as classroom courses.

Key factors for success: understanding and enhancing managers

First define the objectives: do not start by defining a priori the tool to be used (classroom, eLearning, blended). Think about everyday and real work experiences to define how to sustain and anticipate challenges, situations and questions.

This could lead you to question yourself on specific points, for example:

- What is the role of a manager in your organization and how is it different from the others?
- What will the training bring them to? What meaning does it have for them and what expectations can they have?
- What are the potential pitfalls and / or critical issues?

"Study" the managers of your company to highlight the critical points of their activity and share their precious experiences. Then channel this knowledge into digital resources, so as to encourage just-in-time training (when needed). Finally, automate it.

Monitor the progress of the process by keeping up-to-date reporting on business performance, employee engagement and productivity, or team results. In this way you can intervene immediately, providing useful resources, based on the results.

Article taken from eLearningIndustry