

Things Learned from the 2009 NAGTAD Conference
Ideas to Take Back to the Office

- Promoting and practicing emotional intelligence
- Learned that 70% of what we learn about our jobs is from face-to-face; face-to-face will always be important
- Learned I'm not crazy after taking the curriculum class – will help me develop classes
- Reinforced that using games can reinforce and energize learning
- Can chart energy throughout the day and adjust my training style to accommodate varying levels at different times of the day
- Looking at generations and how it will impact knowledge transfer
- Ideas for doing "strategic" networking/connecting with people
- Will consider working with various community groups, including faith-based groups (outside the box!)
- Will be able to use advanced search functions more effectively
- 8 networking competencies
- Employee engagement
- Building relationships for success
- Knowledge transfers – resource books, low cost methods
- Social networking to facilitate knowledge
- Game show format for training is effective and fun
- Collaborative software for developing curriculum – Rapid Intake
- "Hire for attitude!"
- Be prepared to be spontaneous
- Ask, "What does success look like?"
- Can build an eLearning course with an online tool that is easy and cost effective
- Networking opportunities are very helpful and reinforcing
- Things can actually get done
- Ideas to use technology in knowledge transfer
- Validating that we are doing good things/ the right things
- Google docs – how to use
- Curriculum should be a conversation

- Benefits of giving recognition to employees
- Top 10 money wasters in eLearning. Particularly, you don't need to hire web designers to create simple elearning courses. Also you should use the free tools you already have.
- Guiding principles that transform conflict:
 - Be a good steward
 - Take responsibility to act
 - Build bridges through collaboration
 - Be a positive role model
 - Respect and value others
 - Be accountable for problem resolution