



## Leveraging New Technology In Learning & Collaboration

### In this issue

Why embrace new technology?

Second Life

Slideshare

Articulate

n-gen Products & Services

### Upcoming Events

Visit us at the HRP A conference (booth 529) January 28-30, 2009 at the Toronto Convention Centre

### n-gen in the News

The Marketing Chefs, n-gen Podcast (January 2009)

X,Y, Zoom Profit Magazine (Nov 2008)

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### Why Embrace New Technology?

With increasingly sophisticated software available to us on smaller, more portable devices, that integrate video, instant messaging and document review, the question of why we need to embrace new technology may seem to be an outdated one...it appears we already have! But many organizations still struggle with how they can incorporate technology in to the day-to-day functioning of their teams. As younger employees, particularly Gen Ys, come to work already equipped with mobile devices that allow them to connect with friend and colleagues through text messaging, e-mail and social networking sites such as Facebook, there is a greater expectation that organizations will leverage technology to enhance learning and team collaboration.

Recent research reveals that Baby Boomers are also very eager to use technology in the workplace to enable a more flexible work schedule and efficiently manage their workload. So if we are all using technology in our personal lives and in our professional lives, the need to focus on maximizing use becomes paramount to creating efficient, productive workplaces. Managed properly, technology can increase communication and productivity through just-in-time learning & team problem solving; and enhance the ability for global, virtual teams to collaborate.. Below we briefly highlight three web 2.0 technologies that could have application in the workplace. These technologies could become tools to improve team collaboration, knowledge sharing and enhance learning.

### #1 Second Life [www.secondlife.com](http://www.secondlife.com)

**Second Life (SL)** is a virtual world that launched in June 2003. Users, called Residents, interact with each other through avatars. Your avatar is your persona, which is totally under your control. Your avatar can walk (or fly) wherever he or she chooses. In short, you are your avatar when in this virtual world. SL's landscape is home to stores, businesses, shops, houses, office buildings, campuses, and playing fields, all constructed by residents themselves, with more than 60 firms offering a range of professional services. Avatars converse, collaborate, attend book signings, concerts and meetings, listen to presentations, explore, write in wikis, and play baseball. Virtual worlds encourage social groups to form, and is a world that fosters a culture of collaborative learning. More experienced Second Lifers share what they know with others. The cultural attributes of peer-to-peer creation and learning are present. Several organizations are experimenting with SL as a learning tool or team collaboration tool, where team members can meet to discuss, share and interact. Specifically **Apple** has recognized the need for more innovative and engaging online learning and training environments, especially to meet the needs and preferences of younger, sales staff in its own stores or those of its retail partners, such as Best Buy. Lucy Carter, Director of Apple's World Wide Sales Training and Communications, understands the potential of Second Life and other virtual worlds as environments that allow unique forms of experimentation and exploration of new and innovative learning experiences.

## Quick Links


[n-gen People Performance Inc.](#)

[Events Calendar](#)

[Book, Research & News](#)

[Canadian Management Centre](#)

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n-gen's book ***Loyalty Unplugged: How to Get, Keep & Grow All Four Generations*** tackles the why, what, and how-to, from a generational perspective, in all people practice areas. To purchase a copy visit our website [www.ngenperformance.com](http://www.ngenperformance.com) or SHRM Bookstore website: [www.shrm.org](http://www.shrm.org) or Books for Business in Toronto

## #2 Slideshare [www.slideshare.net](http://www.slideshare.net)

**Slideshare** is a **free** site where you can host your presentations and share them with others. The Centre for Learning and Performance Technologies has ranked this site as one of the top 100 tools for learning and among the top 10 for workplace learning. Presentations can be linked to the site itself or embedded in a web page. You can also synchronize an MP3 audio file (podcast) with the slideset to create a slidecast - a more powerful way of distributing presentations/tutorials. Those who use the tool have commented that "... slideshare is true community. You can provide all the boundaries you want or leave your slides out on the table to be "borrowed" by just anyone. I search slideshare for topics I'm interested in or need to know about and the presentations I find are so helpful to me I do download them and study how someone else did what I want to do." While you wouldn't want to post proprietary information about your business, your organization can use Slideshare as a resource to find information by browsing by category or joining a community group to increase knowledge sharing.

## #3 Articulate [www.articulate.com](http://www.articulate.com)

**Articulate** also ranked among the top 10 workplace learning tools by the Centre for Learning Performance Technologies. Articulate provides products that allow you to create rapid, interactive learning content that is SCORM compliant and can be tracked. The three products – *Presenter*, *Engage* & *Quizmaker*, allow you to:

- ❖ add a narration and convert a PowerPoint presentation into a Flash-based tutorial
- ❖ add interactivity to the learning
- ❖ create Flash-based quizzes, tests and surveys

By leveraging this tool, you can engage employee by having them create learning nuggets that can be shared with colleagues across the organization. By decentralizing the learning function, more rapid, just-in-time learning can occur and your organization can translate key messages into interactive learning experiences for all levels within the organization.

## n-gen Products & Services

- ❖ **Workshops, keynotes & development solutions** to train leaders, managers and team members on increasing performance of a multigenerational workforce
- ❖ **Train-the-Trainer program** – a training package that internal facilitators can use to train internal managers on how to manage and lead a multigenerational workforce.
- ❖ **Engagement survey** that measures how well your organization or team leaders demonstrate transparency, responsiveness, partnering in managing all four generations.
- ❖ **E-learning course** to raise awareness of generational identities, and how to effectively collaborate as a team
- ❖ **Employee brand promise** – a consulting package that identifies, builds and creates key messages to get the right people, at the right time for the right positions
- ❖ **Orientation** – a consulting package that helps you create, develop and implement orientation programs designed to seal the psychological deal and develop productive employees faster