



PREPARING FOR A VIRTUAL COURSE OFFERING

On your SHRM Learning System Courses

Tuesday, March 17, 2020

2 PM EST



Meet Your Panelists



Elizabeth Moore

SHRM - SCP

MODERATOR:
VP of Development for the
SHRM Learning System



Jama Rand,
Seattle Pacific



Stacy Hawks,
Old Dominion



Paula Harvey,
Rice



Susan Craft,
Old Dominion

What We Will Cover

- Options for shifting **current** classroom offerings to a virtual environment
- Course Considerations
- Tips and Best Practices
- Resources
- Q & A

*just
breathe*

Communication is Key

- Consider reaching out to your class letting them know either you have a plan or are formulating one
- Be specific if you don't have the plan established, communicate a timeframe
- Admit these times are uncertain, but that you are committed to their increased access
- Consider if adding a session or two might help increase preparation

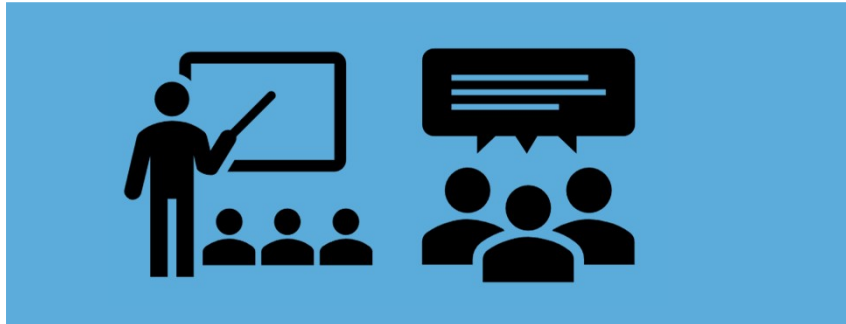


Additional Tools Available:

- ✓ Sample email to customize for students
- ✓ Willing to create other tools that could be helpful

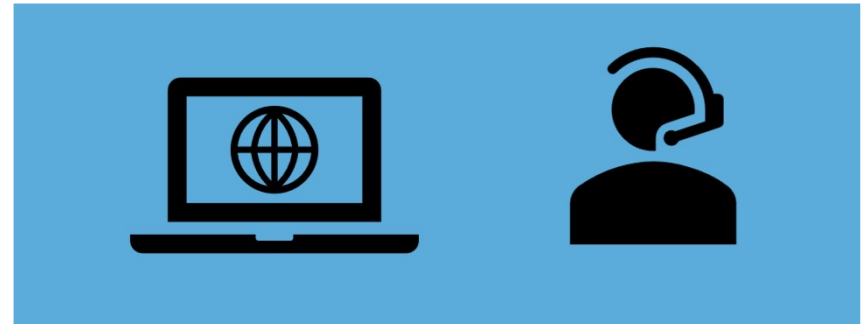
<https://learnhrm.shrm.org/ilc-support/>

Fundamental Needs to Offer Virtual Courses



Access To:

- Instructor lecture
- Classroom discussion
- Group activities / study



Ideal Capability Through:

- Video
- Audio

Technology Options

Leverage an existing platform:

- Moodle
- Blackboard

Other Platforms for Consideration:

- Zoom
- WebEx
- JoinMe
- Skype for Business

Phone only:

- Global Meet
- WebEx
- Zoom



Best Practices for Online Meetings

Our Experts Recommend Leveraging Zoom to Host Your Courses

- ✓ Present slides via the tool. Students can access slides on SHRM Learning System site.
- ✓ Leverage technology breakout chat rooms.
- ✓ Use LS tools (Competencies in Action / additional test questions, etc.) to break up lecture.
- ✓ Leverage webcam to promote a more engaging experience.
- ✓ Monitor group chat to include participants in the delivery (i.e. I see Amy is typing, lets hear her thoughts...)
- ✓ Record lectures in advance and archive somewhere for students to access (in case the zoom is prohibitive due to size, etc).
- ✓ Don't over complicate the delivery. It may not be perfect, and that is okay, it is also expected.



<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Plan for the Inevitable....

Technology Delays

- When transmitting information – be aware of and plan for .i.e., slides may freeze in the display (not advancing)

Prevent or Mitigate Technical Issues

- Shut down any applications you are using outside of tool (i.e. Zoom)
- Close all tabs
- Reboot the system before you begin

Minimize group disruption on audio:

- Mute all attendee lines
- If experiencing echoing or reverberation, mute phone and/or computer



Student Engagement and Interaction Tips

- If needed, consider shortening class a bit – gauge engagement of students; 3 hours does work
- Consider use of a webcam (not required) – this can assist with a more engaging delivery if the instructor can be seen and participants can be observed
- Taking a 10-minute break at the top of each hour of class
- Encourage students to interact virtually to continue their prep activities.
 - Calls
 - Text study chats
 - WhatsApp
 - Google Hangouts



Instructor Considerations

- Don't overcomplicate the delivery
- Run a practice session to become familiar with tools
- Consider finding a technical assistant, if only for first class
- Monitor chat and leverage it as a tool
- You create the environment, use music, engage the learner (what HR issue are you dealing with this week –have students chat in, discuss)



Tools to Leverage online

- ✓ Slides
- ✓ Case studies
- ✓ Competencies in Action
- ✓ Instructor-led SJ Questions
- ✓ Instructor-led Knowledge Questions
- ✓ Paper/pencil test
 - Provide it to students, have them take test and send in answer key (instructor to grade)
 - Use questions in polling tool / discuss items



Scenario 1

2020 SHRM LEARNING SYSTEM

The new HR director at a local government agency is tasked with overseeing an audit to ensure that all agency jobs comply with labor regulations. Most of the agency workers are currently considered full-time employees; a small group is classified as independent contractors.

© SHRM

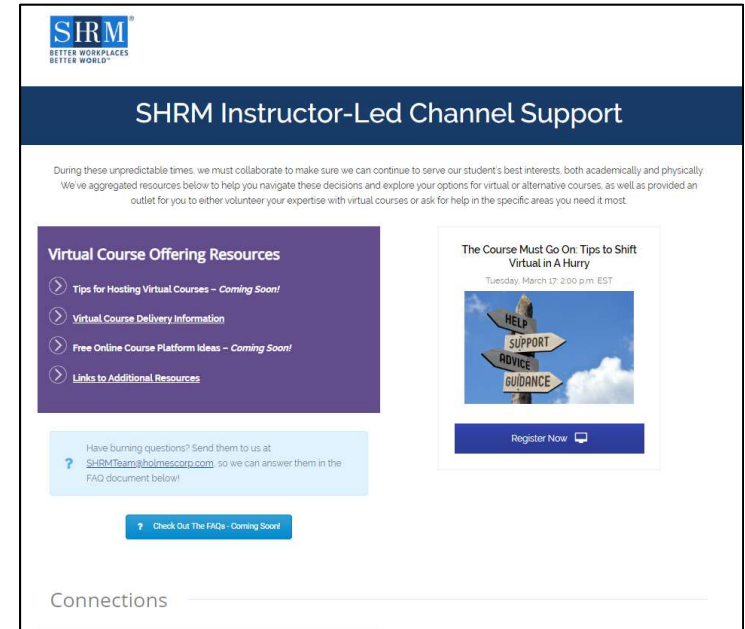
Final Exam

1. What company is using a corporate strategy of differentiation?
 - () A. A company sells its volume and offers discounts to its best customers.
 - () B. The finished product is sold at a lower price than that of the competition.
 - () C. A company develops a product that is uniquely easy to use and charges a premium price.
 - () D. A company orders large quantities of parts to get the greatest discount.
2. Which conditions encourage a higher retention rate for adult learners?
 - () A. Observing someone demonstrating a new skill
 - () B. Practicing what they have learned
 - () C. Reviewing and visualizing key concepts
 - () D. Listening to the experiences of others
3. A review of the organization's cash flow statement shows that cash outflow has increased over the previous year. Which action should HR take in response to this metric?
 - () A. Reduce hiring levels immediately.
 - () B. Delay any resource-intensive projects.
 - () C. Plan for a reduction in force (RIF).
 - () D. Accelerate plans to purchase new equipment.
4. How can data analytics be used to improve employee recruitment and retention?
 - () A. Predicting employee preferences and aligning HR practices accordingly
 - () B. Communicating benefits of employment consistently
 - () C. Protecting employee data against internal and external security breaches
 - () D. Tracking and creating reports on compliance with procedures
5. Which should be the first step in solving an organization's problems with a sharp increase in back orders of shipments?
 - () A. Developing a soft skills training program
 - () B. Initiating a job rotation program
 - () C. Performing a process analysis
 - () D. Recruiting additional skilled employees
6. After conducting a reference background check, HR discovers that a leading candidate misrepresented dates of previous employment on both the resume and the job application. What is the most probable outcome of learning this information?
 - () A. Check criminal records for felonies or misdemeanors.
 - () B. Conduct a credit history check with a consumer reporting agency.
 - () C. Ask for references about the employee's professionalism.
 - () D. Do not extend an offer of employment.

© 2020 SHRM

Resources

- **Instructor-Led Landing Page.** learnhrm.shrm.org/ilc-support/
- **Seasoned Online Instructors.** Form on landing page or Instructor Linked In Group [linkedin.com/groups/2105665/](https://www.linkedin.com/groups/2105665/)
- **SHRM Learning System Tools.** Leverage your product features and access for engagement
- **Attend Hosted Zoom Meeting.** Gain best practice tips and Q&A
- **Reach out to your HC Regional Manager**





Questions

Thank You!

