

Event Name: **Using Social Media Tools to Improve Workplace Learning**

Date Time: **Wed August 19 2009 14:01:47**

yves messier: Good evening

Richard Nantel: Hello everyone. We'll get started in about 25 minutes.

Richard Nantel: Hi everyone, we'll be starting at 1 pm ET.

Linda Teeter: thanks

Richard Nantel: If you experience technical difficulties, please contact technical support: (888) 617-7499
centrasupport@saba.com

Richard Nantel: This presentation will be using VoIP for audio. So, you'll need speakers or a headset attached to your computer to hear the presentation.

Don Kurre: Thanks. I am looking forward to it.

Janet Clarey: Hi everyone. Thanks for joining us.

Janet Clarey: K

Celso Meiller: Good evening everyone.

Richard Nantel: Hello! Thanks for joining us today.

Ulrica Watson: hello

Richard Nantel: Just a reminder: this presentation will be using VoIP for audio. So, you'll need speakers or a headset attached to your computer to hear the presentation.

Candyce Robb: hi all

Richard Nantel: If you experience technical difficulties, please contact technical support: (888) 617-7499
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Vivek Bahl: Hello All

Stacey Rachilla: hi

Barbara Komorowski: hi everyone

Richard Nantel: Feel free to use this chat box for comments, questions, etc.

Angela Adu: hello everyone!

Richard Nantel: We'll be starting in just a minute or two.

Krsitina Hoepfner: hi everyone.

Vivek Bahl: yes

Don Kurre: Yes

Ulrica Watson: yes

Barbara Komorowski: montreal

Rose Fortner Rose Fortner: Charlotte- Corp L&D

Richard Nantel: I'm with Brandon hall Research, located in Montreal Canada

Don Kurre: Nebraska Relicious Education

Ray Deis: IT - Regina, Saskatchewan, Canada

Candyce Robb: cazenovia, ny

Tami Schiller: Sunny Austin Texas - Learning and Development

Kate Hutchinson: Kansas City - Enterprise Learning

William Favier: Princeton, NJ

Alicia Morris: virginia - elearning

Nik Alston Nik Alston: hi, Nik alston in Franklin MA

Heather Caprette: Ohio Northern University, Online Course Design

linda schumpert: Linda-Seattle-corporate technical training developer

Celso Meiller: Utrecht, the Netherlands - HRM Solutions

François Ronai: Montreal

Angela Adu: Oshawa, Ontario (Instructional Designer)

Linda Teeter: Plainsboro, NJ

Vivek Bahl: From Toronto..IT solutions

Irene Stern Frielich: Boston, MA. Instructional designer

Ulrica Watson: new jersey

Genevieve Campbell: Peterborough, Ontario learning development

Rachel Cribb: Rachel from Wisconsin, Master's student

Deana Mansoor: Washington,DC metro area
Krsitina Hoepner: hi. i work at the university of luxembourg in luxembourg (there is only 1 uni ;-). i'm an assistant researcher here
Bob brogan: Bob Brogan - Chicago - Social Networking/eLearning
Theresa Lattimore: Hi, I am in Raleigh NC.... focus is Training and Development
Claude Martel: Aviation L&D Manager from Montreal
Norm Gill: Children's Memorial Hosiptal CHicago IL eLearning Mngr
Åse Lundblad: from Stockholm, Sweden e-learning / social media
Celso Meiller: Lotus Notes
Angela Adu: lotus notes
Theresa Lattimore: outlook
Barbara Komorowski: telephone, walkie talkies,email
Rose Fortner Rose Fortner: telephone, lotus notes
Heather Caprette: email, phone, face to face
Irene Stern Frielich: same as now - own an ID company. comun tools: e-mail, phone
Stacey Rachilla: email
Linda Teeter: phone, lotus notes, email
Krsitina Hoepner: e-mail (Pine! ;-), phone
Richard Nantel: Email, phone
Ray Deis: emal and phone
Rose Fortner Rose Fortner: AOL
Barbara Komorowski: fax!
Stacey Rachilla: lotus notes
Genevieve Campbell: I was a student, but email, phone
Bob brogan: e-mail, lotus notes, cell phone, vm
Deana Mansoor: paper memos
Åse Lundblad: e-mail, phone, cell phone
Norm Gill: Paper, email, cell phone, meeting
Candyce Robb: phone, fff
Alice Cutter: email, video conferencing
Tami Schiller: phone, face to face, email was only internal
linda schumpert: email, fax, telephone
Nik Alston Nik Alston: email, fax, phone,
Barbara Komorowski: :-0
Barbara Komorowski: same..mobile
Theresa Lattimore: IM, outlook
Patrick Batty: gotomeeting
Linda Teeter: IM, phone, email
Rose Fortner Rose Fortner: IM, email, phone
Genevieve Campbell: instant messenger, email, outlook
Irene Stern Frielich: same place; email and phone plus skype, linked in, facebook, twitter
Deana Mansoor: email, phone
Ray Deis: email, IM, BlackBerry
Candyce Robb: email, facebook, linkedin, cell, fff
Kate Hutchinson: phone, voip and IM. email, webex
Krsitina Hoepner: e-mail, IM, phone, twitter, facebook, mobile, VoIP
linda schumpert: email; fax;telephone; cell phone
Vivek Bahl: gtalk, phone, cell, voip
Barbara Komorowski: virtual classrooms
Richard Nantel: email, Facebook, Skype, Blackberry, Twitter
Tami Schiller: email, skype, twitter, linked in face book, bb, iphone ...
Don Kurre: Email, phone, twitter, blog, letters
Celso Meiller: email, IM, voip
Bob brogan: Linked In, mobile, twitter, ning, cell, skype, mobile
Beth Thrift: Blogs, wikis, Skype, email, cell phone, Facebook
Alice Cutter: IM, phone, email

Heather Caprette: email, phone, face to face, video conferencing
Barbara Komorowski: voip
Åse Lundblad: same + VoIP, twitter, wiki, google, skype
Deepak Jain: +
twitter
Candyce Robb: meetings
Angela Adu: meetings...
Don Kurre: Face to face meetings
Genevieve Campbell: face to face
Krsitina Hoepner: still a student ->
mostly f2f
Barbara Komorowski: video, conf calls f2f
William Favier: phone, meetings
Vivek Bahl: meeting room / warroom, memo etc
Barbara Komorowski: LOL
Åse Lundblad: e-mail, meetings, phone
Genevieve Campbell: webinars, concalls
Don Kurre: Email but still meetins f2f
Theresa Lattimore: webinars
Krsitina Hoepner: mostly f2f, but preparations mainly online
Candyce Robb: linkedin, skype,webinars
William Favier: Much more virtual
Bob brogan: webinars,
Angela Adu: email, phone, blackberry, IM, webinars, etc
Rose Fortner Rose Fortner: webinars, conference calls
Theresa Lattimore: conference call
Vivek Bahl: IM, cell
Tami Schiller: skype, webinars mostly
Beth Thrift: webinars, virtual meeting spaces, conf call
Don Kurre: virtual meetings
Åse Lundblad: Google docs, webinar, wiki, SMS, cell
Nik Alston Nik Alston: panic
Genevieve Campbell: freak out
Barbara Komorowski: yes
Tami Schiller: Freak out. Couldn't work without it.
Barbara Komorowski: yes
Barbara Komorowski: :-)
Theresa Lattimore: omg! it would be scary!
Irene Stern Frielich: plus dictionary.com
Angela Adu: i need it...couldn't work without it!
Barbara Komorowski: we are lucky to be able to have access-
Krsitina Hoepner: i actually get a great many fantastic links via twitter
Rose Fortner Rose Fortner: I definitely do that
Bob brogan: 13
Theresa Lattimore: sadly only 1
Barbara Komorowski: 10
Angela Adu: 4
Vivek Bahl: 6
Rose Fortner Rose Fortner: 9
Rachel Cribb: 5
Beth Thrift: 9
Alice Cutter: 4
Don Kurre: 12
Don Kurre: Books
Barbara Komorowski: 13!!!
Richard Nantel: I love newspapers.

Barbara Komorowski: lol
Bob brogan: 3
Rachel Cribb: 6
Angela Adu: 6
Candyce Robb: still read a physical book, newspaper and magazines
Linda Teeter: 10
Irene Stern Frielich: still use some old media, but less frequently (even a tape recorder!)
Barbara Komorowski: cant read books on screen:(
Ed Finerty: all but Encyclopedia
Beth Thrift: 7
Richard Nantel: Sunday NYT is so great.
Vivek Bahl: 5
Alice Cutter: 9
Åse Lundblad: Old-fashioned news papers are great when travelling to work
Theresa Lattimore: don't think so
Bob brogan: Genericized.
Patrick Batty: maybe now using theCool Factor
Nik Alston Nik Alston: its over used - just as web 2.0 is
Irene Stern Frielich: i agree, some are not familiar with the term
Rose Fortner Rose Fortner: I've noticed it's not a mainstream concept yet
Barbara Komorowski: i agree rose
Barbara Komorowski: NO
Barbara Komorowski: lol
Krsitina Hoepner: definitely not
Theresa Lattimore: no
Genevieve Campbell: no
Irene Stern Frielich: people think it's about telling people when they're taking a lunch break
Don Kurre: No
Theresa Lattimore: no
Barbara Komorowski: people are scaed i think to let f2f go
François Ronai: learner driven learning
Candyce Robb: no, it's a complement not a substitute
Alicia Morris: use it to enhance F2F/eLearning
Tami Schiller: No, it is a compliment to all other training methods.
Bob brogan: Blended, complimentary collaboration
Don Kurre: Self paced is a real strength
Celso Meiller: complement
Åse Lundblad: no, you juat add new channels for meetings and collaborating
Theresa Lattimore: HR training..buddy system
Alicia Morris: elearning/shadowing/speaking with other employees
Barbara Komorowski: online orientation tool-intranet-a welcome site
Ed Finerty: losing some of JANET'S AUDIO
Angela Adu: lecture, simulations, eLearning,
Irene Stern Frielich: 1-1 conversation in person or via skype
; online tools;
William Favier: Gaming/Simulation
Krsitina Hoepner: sadly nothing. universities, i find, are far behind in that
Barbara Komorowski: f2f!too
Celso Meiller: intranet resources
Barbara Komorowski: lol
Barbara Komorowski: where do i get lunch :-)
Åse Lundblad: personalised learning & just-in-time! is important
Barbara Komorowski: yes-- out of the box doesnt work great-it always needs to get somewhat personalised
Dave Bender: no
Norm Gill: Strategy yes, access to technology no

Don Kurre: No we do not

Barbara Komorowski: Janet can you elaborate a little on the question-by what u mean by strategy pls

Krsitina Hoepner: this (the differentiation web 2.0/social media slide) looks to me more like a differentiation between formal and informal learning, putting social media learning in the informal side. social media can also be used effectively in formal courses where grades and certification do play a role.

Rose Fortner Rose Fortner: yes

Don Kurre: Yes I see the responses

Candyce Robb: yes

Claude Martel: How do we know that the individual learn what they need to learn? and how can we make sure they learn the right stuff?

Rose Fortner Rose Fortner: 31% yes

Bob brogan: 31% yes

Ed Finerty: 68% no

Don Kurre: 31 % yes 68% no

Kate Hutchinson: 30/70 split

Norm Gill: 31 yes 68 NO

Irene Stern Frielich: 68% no

Åse Lundblad: yes 31%, 68% no

Candyce Robb: 2/3 no

Norm Gill: What is access

Barbara Komorowski: what is sol?????

Barbara Komorowski: sorry:(

Nik Alston Nik Alston: sh*t out of luck

Norm Gill: out of luck

Rose Fortner Rose Fortner: lol

Barbara Komorowski: LOL

Dave Bender: surely outta luck

Barbara Komorowski: THANKS NIK

Norm Gill: SURELY LOL

Norm Gill: nice Dave

Dave Bender: :)

Bob brogan: Can structure Web 2.0 to support learning communities.

Alicia Morris: learning styles of different people

Norm Gill: Knowledge management

Angela Adu: time restraints, cost issues

Rose Fortner Rose Fortner: need for ondemand training

Candyce Robb: offers different comfort levels different resources

Nik Alston Nik Alston: abnd a time issue

Norm Gill: retention level

Krsitina Hoepner: have online stuff, but keep f2f meetings for connecting more easily

Ed Finerty: right content in right delivery media

Nik Alston Nik Alston: cannot pul people off the p
hones for ILT

Åse Lundblad: overcoming physical distance, no need to always travel to f2f lecture

Dave Bender: repeat that!

Dave Bender: yes

Bob brogan: Sharing best practices, capture and dissemination

Krsitina Hoepner: peer to peer learning; exchange of experiences that can also be very small

Don Kurre: People all at different places or levels for their learning needs

Ed Finerty: break down silos in the organization

Nik Alston Nik Alston: but the traditional response is "how do you track all this stuff??

Celso Meiller: knowledge is not captured and distributed to rest of peers

Tami Schiller: answering the immediate how to need by the sme's

Norm Gill: Information can be change on the needs of user

Bob brogan: put it into a container and track.

Barbara Komorowski: yes

Norm Gill: yes
Bob brogan: yes
Rose Fortner Rose Fortner: yes
Theresa Lattimore: yes
Dave Bender: yes using mostly IM
Candyce Robb: yes
Vivek Bahl: yes
Sheila Lallmamode: Yes
Ed Finerty: y
Don Kurre: yes
Stacey Rachilla: yes
Ulrica Watson: yes
Åse Lundblad: yes
William Favier: yes
Tami Schiller: yes
Norm Gill: building Second Life facility
Bob brogan: Time to action
Ed Finerty: time zones
Don Kurre: We are all in this together
Irene Stern Frielich: learn to work with others
Stacey Rachilla: global reach
Candyce Robb: more expertise available
Irene Stern Frielich: whole is greater than sum of parts
Åse Lundblad: possibility to share best practice
Angela Adu: broader info
Bob brogan: Time to productivity
Barbara Komorowski: overload
Theresa Lattimore: turnover
Norm Gill: Retention of Org information
Celso Meiller: capture informal knowledge and put it to good use ofr the rest of the company
Deana Mansoor: capture and share institutional knowledge
Rose Fortner Rose Fortner: recreating the wheel
Barbara Komorowski: lol
Don Kurre: Way to meet certification requirements
Don Kurre: Providing support for one another
Bob brogan: answer questions
Rose Fortner Rose Fortner: support each other more
Barbara Komorowski: sharing
Candyce Robb: provides a sense of committment and belonging
Nik Alston Nik Alston: strong SME base
Celso Meiller: access to informal knowledge of the company; finding experts rather quickly
Angela Adu: provides support
Dave Bender: Nick --- SME??
Barbara Komorowski: buliding trust and confidence
Nik Alston Nik Alston: Subject Matter Experts
Dave Bender: ahhh
Wendy Maboudian: Motivate learning
Tami Schiller: real situation repsonses that can be applied directly
Åse Lundblad: send out a question, try out ideas, support
Irene Stern Frielich: share best practices
Theresa Lattimore: gives anyone and everyone the opportunity to take the lead
Candyce Robb: on-going always living and breathing
Rose Fortner Rose Fortner: allows people to step up and contribute in new ways
Barbara Komorowski: offers focus
Åse Lundblad: making coaching easier

Ed Finerty: mentor

Candyce Robb: keeps us active at the top of our game

Rose Fortner Rose Fortner: bugetary constraints (in house networks as opposed to sending people out to build their skills)

Bob brogan: That is why SaaS solutions make sense

Vivek Bahl: I agree with Rose

Deana Mansoor: SaaS?

Candyce Robb: turnover is very costly to companies and so using SL can help reduce costs as well as use the medium of the younger employees

Bob brogan: Software as a Service (externally hosted)

Deana Mansoor: Thank you

Nik Alston Nik Alston: software as a service - ala cloud based

Celso Meiller: There are companies that will not let you connect freely to social networks!

Åse Lundblad: X & Y-generations have other demands on their company! need to be meet

Bob brogan: Governance changes are required.

Rose Fortner Rose Fortner: It appeals to people who like to connect through multiple mediums

Candyce Robb: nice garden...is it yours or a visual metaphor for growth?

Bob brogan: agreed. Having a contained intranet solution provides best of both worlds. Connect and managing governance.

Candyce Robb: I use it with regard to employee development

Krsitina Hoepner: i only see a black screen.

Theresa Lattimore: black screen

Alicia Morris: me too

Rose Fortner Rose Fortner: I see black as well

Claude Martel: Screen is dark

Ed Finerty: Janet are u sharing

Richard Nantel: Need a social director to start the ball rolling.

Ed Finerty: app share

Celso Meiller: have active community leaders

Celso Meiller: constant marketing by those community leaders

Candyce Robb: everything is breaking up, audio and visual

William Favier: strong moderator; continuous new topics

Dave Bender: you're getting more sunshine then ND is this summer!

Rose Fortner Rose Fortner: that has happened to me

Krsitina Hoepner: still black as the night

Linda Teeter: no

Barbara Komorowski: still back-

Richard Nantel: Still black screen

Don Kurre: nbo

Claude Martel: still black

Nik Alston Nik Alston: nope just black

Barbara Komorowski: i think you may have something covering your screen

Celso Meiller: back in black

Rose Fortner Rose Fortner: lol barbara

Candyce Robb: still black, looked like it was going to work, then went black

Richard Nantel: Yes!

Krsitina Hoepner: we can see your desktop blue / green just fine

Claude Martel: There it is

Barbara Komorowski: seriously-rose :-).i usu use 2 comps wehn i do this feature:-)

Candyce Robb: looking better

Don Kurre: getting it

Barbara Komorowski: got it!

Krsitina Hoepner: here is wordle

Barbara Komorowski: lost it:-)

Barbara Komorowski: lol

Richard Nantel: we can see it!
Don Kurre: I have it
Alicia Morris: yes
Ed Finerty: good now
Vivek Bahl: that looks better
Theresa Lattimore: good
Nik Alston Nik Alston: yes
Candyce Robb: yes
Ulrica Watson: yes
Rose Fortner Rose Fortner: Barbara- 2 comps definitely helps check learner view
Barbara Komorowski: :-)
Nik Alston Nik Alston: time consuming
Nik Alston Nik Alston: rigid
Dave Bender: pace is almost always determined by the slowest learner
Barbara Komorowski: singular
Krsitina Hoepner: uninterested participants
Richard Nantel: So little info covered.
Ed Finerty: boring instructors
Theresa Lattimore: travel
Alicia Morris: boring presenter
linda schumpert: keeps tnote everyone will participate
Nik Alston Nik Alston: exnive
Celso Meiller: travel
Celso Meiller: costs
Nik Alston Nik Alston: expensive
Barbara Komorowski: bad slides
Stacey Rachilla: high cost/investment
Theresa Lattimore: not customized
Celso Meiller: availability of tutors
Karen Bray: unprepared instructor
Dave Bender: hard to jump into collaboration
Rose Fortner Rose Fortner: communication is generally contrived
Susan Winkel: Too long
Nik Alston Nik Alston: doesnt scale
William Favier: variable
Alicia Morris: time-constrained
Tami Schiller: different priorities of learners
Celso Meiller: availability of learners
Krsitina Hoepner: stuffy room
Theresa Lattimore: lack of interaction
Richard Nantel: sedentary
Deana Mansoor: SMEs teaching vs. trained learning professionals
Dave Bender: not easily captured for review
Åse Lundblad: not daring to speak in big f2f group
Barbara Komorowski: true dave!
Barbara Komorowski: fear--being wathced-lol
Barbara Komorowski: yep
Candyce Robb: yes
Rose Fortner Rose Fortner: neat
Candyce Robb: is wordle something you have to purchase?
Krsitina Hoepner: nope
Candyce Robb: see, i've learned something
Theresa Lattimore: can i import into ppt
Krsitina Hoepner: <http://www.wordle.net>
Candyce Robb: freedom, power, fun

Alicia Morris: interaction
Linda Teeter: it gets used
Rose Fortner Rose Fortner: open
Rose Fortner Rose Fortner: on demand
Susan Winkel: Broader reach
linda schumpert: tribal information will be shared
Ed Finerty: just-in-time
Dave Bender: on demand
Deana Mansoor: option
Nik Alston Nik Alston: breaks down difference between work, learning and fun
Tami Schiller: easily accessible
William Favier: Information at learners fingertips
Theresa Lattimore: 24x7 access
Ray Deis: self service
Ray Deis: just in time
Tami Schiller: practical
Ray Deis: discovery
Deana Mansoor: access
Dave Bender: inter departmental
Theresa Lattimore: problem is validity of information
Deana Mansoor: selective about information you want and need
Tami Schiller: searchable
Candyce Robb: awesome
Alicia Morris: great!
Åse Lundblad: does wordle support mind-mapping?
Claude Martel: How do we know that the individual learn what they need to learn? and how can we make sure they learn the right stuff?
Krsitina Hoepfner: no. you basically type / paste in text and the more often a word appears the bigger it is shown
Theresa Lattimore: suggestions on introducing it culturally
Vivek Bahl: can we get a copy of your PPT
Theresa Lattimore: how to create value
Barbara Komorowski: Janet- do you have tips on participation--if social medias are introduced-its hard to keep it going...??
Richard Nantel: Yes, the PowerPoint will be e-mailed to you.
Barbara Komorowski: thanks Richard :-)
Nik Alston Nik Alston: how do we continue to collaborate??
Vivek Bahl: Thanks
Nik Alston Nik Alston: facebook group? twitter???
Åse Lundblad: @kristina tnks!
Janet Clarey: @jclarey
Rose Fortner Rose Fortner: @rafortne
Nik Alston Nik Alston: @nikalston
Ray Deis: @rdeis
Vivek Bahl: I am open for network connection on LinkedIn if any one of you would like to connect with me
vivekb@dimidium.com
Janet Clarey: <http://brandon-hall.com/janetclarey>
Alice Cutter: alicut333
Åse Lundblad: @aselundblad
Theresa Lattimore: this was great! thanks!
Barbara Komorowski: thanks Janet
yves messier: thank you
Candyce Robb: thanks so much...
Patrick Batty: Thanks Janet...we're connected on Twitter

Krsitina Hoepner: @ase: it's great for longer texts. some people visualize speeches of politicians etc. to see easily where the real issues lay; i'm not sure how scientific it is though

Deana Mansoor: Thank you!

Nik Alston Nik Alston: i struggle with thinging of a strategy but would love to bounce ideas

Tami Schiller: Thank you!

Ulrica Watson: this was great

Theresa Lattimore: bye everyone

Alicia Morris: Thanks!

Nik Alston Nik Alston: Thank Janet

Ulrica Watson: thanks too

Don Kurre: @don_np

Rose Fortner Rose Fortner: thanks!

Vivek Bahl: Thank you Janet

Alice Cutter: Thank you

Cindy Bernstein: Thank you

Ulrica Watson: bye

Barbara Komorowski: bye everyone!

Krsitina Hoepner: thanks and have a great day / evening

Vivek Bahl: Cheers All