



A novel approach to SDS author training



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Training SDS authors

- We're training more than ever
 - Turn over
 - Retirements
- Training is more complicated
 - Regulations grow more complicated and plentiful
 - Different Industries author requirements
 - SDS authoring software differences
 - New generation of workers
 - Scarcity of experienced authors



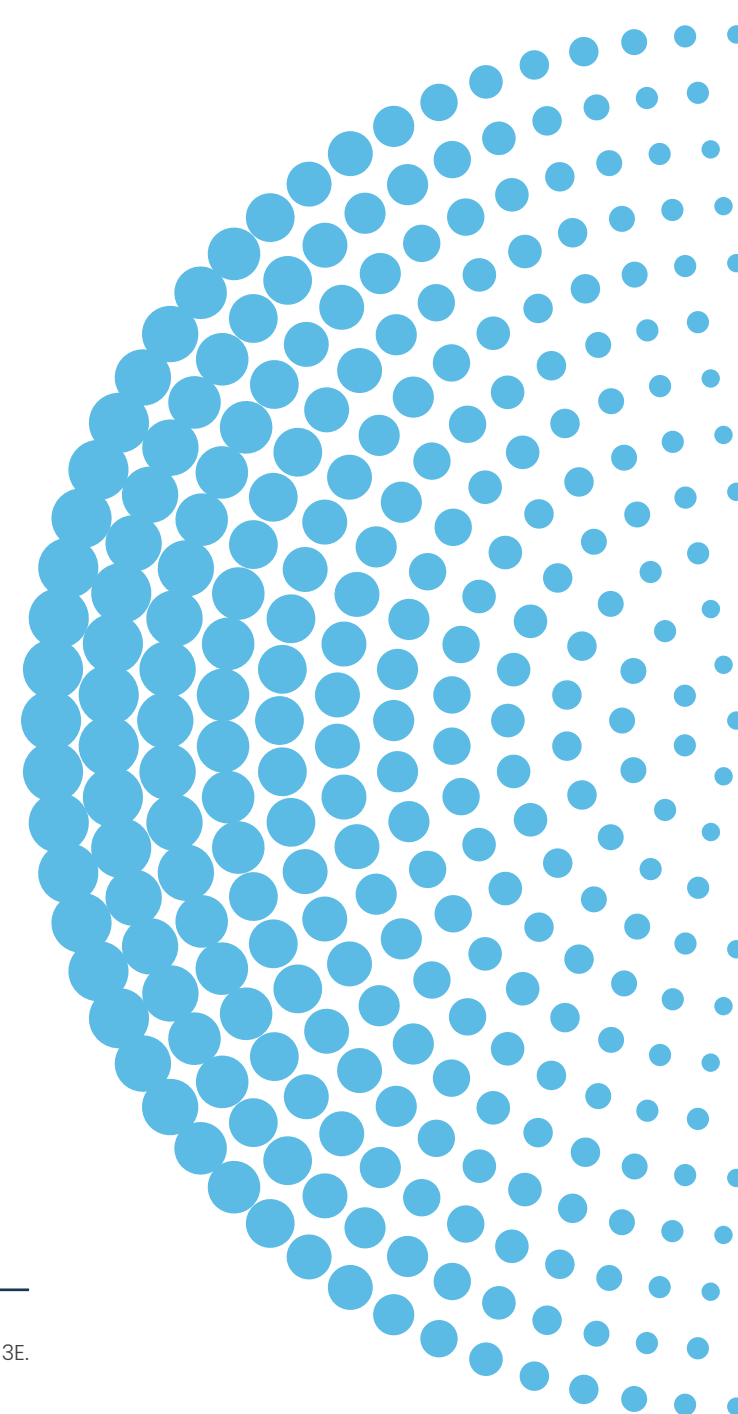
How do we train new authors?

- Various methods
 - “I’m sure you’ll figure it out” method
 - “Throw ‘em in the deep end” method
 - “10 ways you’re wrong” method
- This isn’t working
 - Business processes are lost
 - Non-compliant documents are produced
 - Take a ton of the trainer’s time
- Poor onboarding leads to poor outcomes
 - Longer to full productivity and efficiency
 - New hires that are dissatisfied with the onboarding process are more likely to leave their employer
 - For remote employees, no connection to the company or the team leads to less employee engagement.

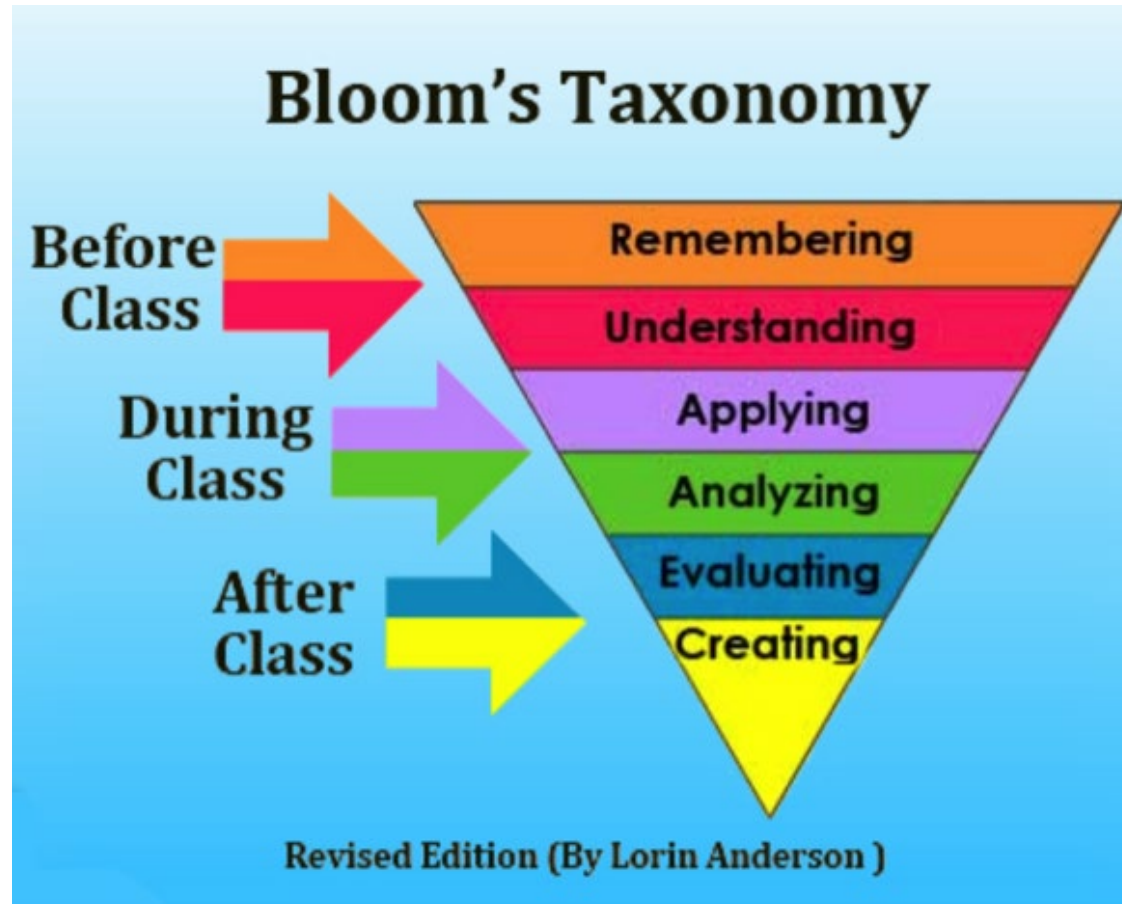
Flipped classroom

- What is flipped classroom?
 - Flipped Learning is a pedagogical approach in which direct instruction moves from the group learning space to the individual learning space, and the resulting group space is transformed into a dynamic, interactive learning environment where the educator guides students as they apply concepts and engage creatively in the subject matter.
- What does that mean?
 - Before class, students learn information at home, watching videos or reading resources
 - During class, students apply information through activities like group problem solving, simulations and case studies.
 - After class, do an online assessment that is homework or a quiz to assess learning.

https://flippedlearning.org/wp-content/uploads/2016/07/FLIP_handout_FNL_Web.pdf



How does this pedagogy make sense?



Source: https://omerad.msu.edu/index.php?option=com_content&view=article&id=162:what-why-and-how-to-implement-a-flipped-classroom-model&catid=27:teaching

What are the outcomes?

- Test scores
 - A students are still A students
 - Most F students are still F students
 - But B, C, D, and some F students do much better
 - Student outcomes
 - At first students need convincing
 - Higher satisfaction at conclusion of course
 - Higher level of self-regulation and social connectedness
 - Student outcomes are dependent on...
 - Quality of pre-class instruction
 - Instructor's ability to facilitate discussion/ problem solving session
 - Time management for students
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- Chris Gillette, Michael Rudolph, Craig Kimble, Nicole Rockich-Winston, Lisa Smith, Kimberly Broedel-Zaugg, A Meta-Analysis of Outcomes Comparing Flipped Classroom and Lecture, American Journal of Pharmaceutical Education, Volume 82, Issue 5,2018,6898,
 - Jdaitawi, Malek, The Effect of Flipped Classroom Strategy on Students Learning Outcomes International Journal of Instruction, v12 n3 p665-680 Jul 2019
 - Naing C, Whittaker MA, Aung HH, Chellappan DK, Riegelman A. The effects of flipped classrooms to improve learning outcomes in undergraduate health professional education: A systematic review. Campbell Syst Rev. 2023 Jul 7;19(3):e1339. doi: 10.1002/cl2.1339. PMID: 37425620; PMCID: PMC10326838.
 - Gökçe Akçayır, Murat Akçayır, The flipped classroom: A review of its advantages and challenges, Computers & Education, Volume 126, 2018, Pages 334-345.

How do we apply this to training SDS Authors?

- Training challenges
 - Took a bunch of trainer's time.
 - New employees don't remember what you've taught them.
 - New employees lose confidence.
 - New employees aren't engaged.
- Let's try a flipped classroom
 - Create online learnings for new authors
 - Meet daily to do activities

Create the online learnings

- Short duration
 - No longer than 10 minutes to complete or watch.
 - Better to have many short sessions than one long one.
- Engaging
 - Think “am I bored watching this?”, then they’re bored.
 - Changing things often, think tik tok
- Variety
 - Recorded meetings
 - Videos
 - Online learning platforms



Use digital platforms to create learning modules

- Learning management system
 - Absorb
 - Cornerstone
 - 360 Learning
 - HR systems
- If you don't have it...
 - Confluence
 - SharePoint
 - Drive
- Content creation
 - Scribe
 - Synthesia
 - Camtasia
 - Easy Generator
 - Adobe
 - YouTube

Not an endorsement of any of these programs.

Meetings

- Meetings must be planned
 - Have a topic or exercise you'd like to do
 - Have more than you need.
 - If you do exercise, be patient
 - Be ready to punt, if they need extra help.
- Example meeting
 - Answer any questions at the beginning of every meetings
 - Each author creates a document each sharing screen
 - Each is assigned a document to make specific changes

Bergmann, J., & Sams, A. (2012). *Flip your classroom: Reach every student in every class every day*. Eugene, Or: International Society for Technology in Education.

Center for Teaching Innovation at Cornell University. (2017). *Flipping the classroom*.

Chen, F., Lui, A. M., & Martinelli, S. M. (2017). A systematic review of the effectiveness of flipped classrooms in medical education. *Medical Education*, 51(6), 585–597. <https://onlinelibrary.wiley.com/doi/10.1111/medu.13272>

Dunn, J. (2014). *The 6-step guide to flipping your classroom*.

Flipped Learning Network (FLN). (2014) *The Four Pillars of F-L-I-P*

Outcomes

- Authors are more proficient faster.
 - The training takes a little longer but they are further along faster
- Training references
- The new employees feel supported and engaged.
 - Feedback is “extremely satisfied” with their training

Ok but...

- Establish goals for the training
 - People benefit from knowing where they're going
- Don't give data dump
 - Too much information too quickly
 - People have to be ready to hear you
- Keep the support going
 - Go beyond the first few weeks and check in
- Stay consistent
 - Even if you don't have a formal training program make a list of topics you need to onboard people on

