**All Aboard! Overcoming Challenges
to Effectively Manage a Global Learning Program** *Presenter: Tracy Shroyer, PhD*

This handout is supplemental to the PowerPoint deck and live presentation. It includes questions for consideration as you return back to your organization and think through how one or more of the items shared through this particular case study may be applicable to your learning program(s).

**Background**

* What does your existing training team look like?
* Does it make sense for the training needs you have within the organization?
* Is it possible to challenge the organizational structure, or better yet, the roles and responsibilities of the training team members?
* Who are your learners? What do you know about them?
* Have you developed personas for the different types of learners that will take advantage of your training content?

**Challenges**

* Challenges may come from areas such as training content, team structure, tools, organizational structure, organizational strategy or goals, budget, personnel resource bandwidth (training team, SMEs, leadership), etc.

**Existing Structure**

* What exists in your training program that you can improve?
* What is important to leadership within the organization and how can you tap into that from a training perspective?
* What tools exist that can be leveraged (even if additional learning is needed to leverage these tools)?
* Are there other areas within the organization that you can talk with and consider replicating what they have done well (e.g., Intranet site, communication).

**Overall Strategy**

* Is it better to improve upon what you have, start from scratch, or a mixed approach?
* What do you want learners to walk away with?
* How will you organize information for learners to easily access?
* What are small wins you can implement?
* How will you measure effectiveness?
* How can you socialize your approach to obtain support across the organization?

**Lessons Learned**

* What is the buzz from leaders and employees on the learning program?
* How could you simplify the overall approach, sites, information, communication, etc.
 throughout the process?
* What are learners required to do? How do they know this? Is there an incentive?
* What motivates learners? Find this out in personas exercise and leverage it.

**Continued Evolution**

* What are some items that you may not have had the resources (personnel bandwidth, budget, etc.), but you may be able to consider for future implementation? Or break out into smaller pieces and implement?
* What other forms of communication can you use within the organization to help socialize the training opportunities?
* What new tips or techniques that you learn through others in the L&D industry can you pilot within your organization?

