

# Marketing AgLearn

## Communication and Outreach Activities





# Agenda

- Challenges and Misconceptions
- The Conduit of Communication
- SkillSoft Online Learning
- Awareness Communication
- Current Successes
- Questions and Answers



# Challenges and Misconceptions

- Can't login, remember, or reset my password
  - eAuth Help Desk over tasked, under funded
- Can't launch, complete an online course
  - Configuration (Java, pop-up blockers, http settings)
- Don't like content, or is too difficult
  - Defined by agency or vendor, not AgLearn



# The Conduit of Communication



**Team AgLearn**



**Training Officers**



**Training Coordinators and  
AgLearn Administrators**



**AgLearn Leads**



**Learners**



# Advantages of Online Training

- Training pre-paid as part of Enterprise Agreement
- No travel costs, loss of productivity
- Can be completed any time, any place
- Can be completed at the learner's pace
- Can be used to prepare for certification
- Take “just enough just in time”



# Online Learning Courseware



## Business Skills

- 900+ titles



## IT Professional

- 1,700+ titles



## Desktop

- 400+ titles



## Legal Compliance

- 60+ titles

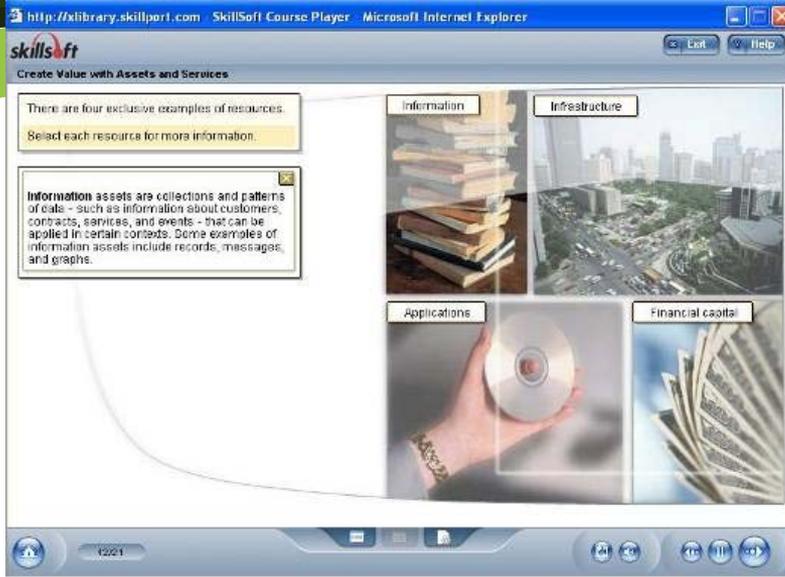


## ES&H

- 200+ titles

\*Estimated titles, 01-11-08. New titles added monthly.

# Support for Mission Critical Skills



Hundreds of courses qualify for CPE and college credit...

- PMI
- NASBA
- HRCI
- ACE

Over 100 certifications supported, such as:

- Microsoft
- Cisco
- CompTIA
- ITIL
- Six Sigma
- PMI



# IT Professional Courseware

Software Development	OS & Server Technologies	Internet & Network	Ent. Database Systems	Web Design	Project Effectiveness
Java 2 Programming	<b>CompTIA A+:</b>	Cisco	Oracle 11i	Macromedia Design Tools	Project Mgmt.
Microsoft .NET Software Development Tools	2006 Essentials	Cisco CCNA & CCNP	Oracle 10g	Dreamweaver MX	IT Project Mgmt.
Generic Languages	2006 IT Technician	Cisco CCDA/CCDP Certification	Oracle 9i	Flash MX	Project Integration
Software Programming Fundamentals	2006 Remote Support Technician	CCSP	Systems and Database Design	Fireworks MX	Project Scope
Software Development Principles	2006 Depot Technician	ISC 2	Microsoft SQL Server 2000	Adobe Go Live 5	Project Cost Mgmt.
	2003 Core Hardware	Data/Telecom	Microsoft SQL Server 2005	Illustrator 9.0	Project Quality
	2003 Operating System	Wireless Communications		Scripting Languages	Project Communication
	Server+ 2005	Security Solutions		Javascript	Project Risk Mgmt.
	Microsoft .Net Server			XML	Project Procurement
				DHTML	Team Leading
				VBscript	Team Participation
					Virtual Teams

# Desktop Courseware Collection

- SkillSoft Desktop Courseware Collection
  - Computing fundamentals for non-technical corporate users
  - Coverage of major operating systems and desktop applications from Microsoft, Adobe, Lotus and others
  - Email, Groupware and Internet use

Microsoft	Lotus	ECDL	Miscellaneous
Windows 2000	Notes 6	Basic IT Concepts	Seagate Crystal Reports
Windows XP	Notes 5	Managing Files	Adobe Acrobat
Office 2007	Notes Mail	Spreadsheets	Palm OS
Office 2003	Calendar	Database	Palm PC
Office XP	TeamRoom	Presentation	Netscape
Office 2000	Personalizing		
Front Page	Notes Remote mail		
Visio	iNotes		
Vista			
Project			
Internet Explorer			

# Software Simulation

Manipulating and Formatting Data and Worksheets

**skillsft**

Manupulating and Formatting Data and Worksheets

Goal: To modify workbooks and to...

To continue at your bookmarked location...

Lesson Pre-test

Copy and Move Data in Excel

Modify Rows and Columns

Insert and Modify Worksheets

Working with Data and Worksheets

Copying and Moving Data

Lesson Post-test

Formatting in Excel 2007

Lesson Pre-test

Format Data in Excel 2007

Format Data as a Table in Excel

Format Numbers in Excel

Conditional Formatting in Excel

Formatting Data in Excel 2007

Formatting Data and Worksheets

**skillsft**

Working with Data and Worksheets in Excel 2007

Task 1: Formatting a workbook

Steps

1. Click the **PivotData** worksheet tab, click the **Insert** button arrow, and select **Insert Sheet**
2. Click the **Format** button and select **Rename Sheet**

Task 1 of 3

Use commands on the Ribbon to insert a new worksheet immediately after the worksheet named "Chart3", rename the new worksheet "Chart4", and set the color of the tab for the new worksheet to a standard red.

When you have completed the task, click **Done**.

**Multiple tasks (vs. Steps)**

**Layered support options**

Skip Show Me Steps Done Task

**Steps available at learner request; scroll to keep pace**

**High fidelity environment**

	D	E	F	G	H	I
6	26009					
7	24690					
8	25000					
9	23560					
10	219250					
11	127090	219250				
12	63758	213885				
13	74800	114500				



# Business Skills Courseware

Professional Effectiveness	Management & Leadership	Project Effectiveness	Sales/Customer Skills	Finance, HR & Administration	Bus Strategy & Operations
Interpersonal Communications	Management Essentials	Project Mgmt. Essentials	HDI Customer Support Specialist	HRCI Human Resource Certifications (SPHR & PHR))	Six Sigma Green Belt
Business Writing	Managing Performance	IT Project Mgmt. Project Integration	IT Infrastructure Library (ITIL) Foundations	Finance for Non-Financial Mgrs.	Six Sigma Black Belt
International Communications	Delegation Skills	Project Scope	Strategic Account Sales Skills	Budgeting	Six Sigma: Champion Training
Negotiating & Influencing	Coaching & Mentoring	Project Time & Cost Mgmt.	Selling at the Executive Level	Interviewing	Certified Manager of Quality/ Organizational Excellence
Time Management	Managing Change	Project HR	Industry Foundations	Recruiting & Retention	Strategic Planning
Dealing with Change & Conflict	Leadership Essentials	Project Quality Communication	Customer Service Essentials	Diversity & Inclusiveness	Supply Chain Management
Career Development	Frontline Leadership	Project Risk Mgmt.	Customer Relationship Mgmt.	Administrative Support Skills	
Balancing Personal & Professional Life	Leading Workforce Generations	Project Procurement	Consulting with Internal & External Clients	Auditing	
Problem Solving	Succession Planning	Team Leading		Knowledge Management	
Dealing with Organizational Change		Team Participation			
		Virtual Teams			



# Depth of coverage on key topics

## Management & Leadership

Management Essentials

Managing Performance

Delegation Skills

Coaching & Mentoring

## Managing Change

Leadership Essentials

Frontline Leadership

Leading Workforce Generations

Succession Planning

- **Supporting Employees thru Change Courses (3)**
  - Beginning the Change Process
  - Managing thru the Change
  - Incorporating Change into Your Organization
- **Simulations (2):**
  - Supporting Employees thru Change Simulation
  - Supporting Teams thru Change Simulation
- **Blended Learning Toolkit (1)**
  - Managing Change Blended Learning Toolkit

# Business Skills Roles Plays, Simulations and Job Aids

http://library.skillport.com - Job Aids - Microsoft Internet Explorer



http://library.skillport.com - SkillSoft Course Player - Microsoft Internet Explorer

The Complexities of Management

## Job Aid

### Time Management

Purpose: Use

Instructions for yourself a score table for

### Questions

1. Do you
2. Is your
3. Can you
4. Do you
5. Do you
6. Do you
7. Do you
8. Do you

### RolePlay



"Yes, I think that both of those t

RolePlay

http://library.skillport.com - SkillSoft Simulation Player - Microsoft Internet Explorer

### Moving into a Management Role Simulation

Menu



- You're certainly entitled to your opinion. I do really admire your marketing expertise, and I think that if you continue helping our team to succeed, Sonya could promote you soon.
- I'm sorry that you're jealous, but Sonya has made her decision, and I'm the new manager. Instead of complaining, you need to just accept it and commit yourself to doing whatever you can to help our team.
- I disagree, Dennis. While you know a lot about marketing and do good work, you don't always get along very well with the other members of the team. I'm more of a people person.

Mentioning some of Dennis's strengths is a good strategy. However, for now, it would be better to avoid bringing up his questionable people skills.

Done

Loading Java Applet ...

Done

Internet

# Federal Subject Areas in Legal Compliance Collection

- The No Fear Act
- The US Constitution
- Accessibility and 508 Awareness
- IT Security Awareness
- Sexual Harassment
- Workplace Safety
- Federal Enterprise Architecture (FEA)
- Federal Budgeting Process
- Government Ethics
- Proper Use of Government Credit Cards
- Human Resources Flexibilities
- Retirement Planning for FERS and CSRS
- Gifts and Conflicts of Interest
- Travel and Political Activities





# Environmental, Safety & Health Course Collection

- 100+ courses
  - For OSHA, EPA, DOT, NFPA and IATA requirements
  - Independent 3rd party validation
- Sample topics:
  - First Aid
  - Blood borne Pathogens
  - Defensive Driving
  - Pandemic Flu
  - Emergency Disaster Preparedness
  - HAZWOPER



# SkillSoft Six Sigma Resources

- SkillSoft Six Sigma Courseware
  - Six Sigma Awareness – 1 course
  - Six Sigma Green Belt – 17 courses
  - Six Sigma Black Belt – 44 courses
  - Six Sigma Champions – 4 courses
- SkillSoft also supports Green Belt and Black Belt Lean Six Sigma
- Recertification
  - Recertification guidelines permit learners to obtain 9 of the 18 required recertification units (RU) via e-Learning
- See the AgLearn Welcome page for more information



# PMP Certification Preparation Courseware – Sample

## **Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)**

An Introduction to Project Management (PMBOK-Third Edition aligned)

Project Lifecycles and Stakeholders

Introduction to Project Process Groups and Initiating a Project

Project Planning

Executing, Monitoring & Controlling, and Closing a Project

Project Management Essentials Simulation

Project Management Essentials

## **Project Integration Management (PMBOK® Guide - Third Edition-aligned)**

Initiating a Project and Preparing the Project Plan

Project Integration: Executing and Completing a Project

## **Project Scope Management (PMBOK® Guide - Third Edition-aligned)**

Planning Project Scope

Controlling Project Scope

## **Project Time Management (PMBOK® Guide - Third Edition-aligned)**

Elements of Project Time Management

Project Scheduling

## **Project Cost Management (PMBOK® Guide -Third Edition-aligned)**

Estimating Activity Costs

Budgeting and Controlling Costs



# Sample Courseware for New Supervisors

## **Moving into Management**

Taking on a Management Role	<a href="#"><u>mgmt_03_a01_bs_enus</u></a>
Becoming a Manager: Responsibilities and Fears	<a href="#"><u>mgmt_03_a02_bs_enus</u></a>
Becoming a Manager: Leading and Communicating	<a href="#"><u>mgmt_03_a03_bs_enus</u></a>
A New Manager and the Company's Future	<a href="#"><u>mgmt_03_a04_bs_enus</u></a>
Moving into a Management Role Simulation	<a href="#"><u>MGMT003A</u></a>
Leadership and Management Simulation	<a href="#"><u>MGMT003B</u></a>

## **Moving from Technical Professional to Management**

Management Development for Technical Professionals	<a href="#"><u>MGMT0121</u></a>
Communication Skills for Successful Management	<a href="#"><u>MGMT0122</u></a>
Process Management Skills	<a href="#"><u>MGMT0123</u></a>
Leadership Development for Technical Professionals	<a href="#"><u>MGMT0124</u></a>
Strategies for Transitioning into Management	<a href="#"><u>MGMT0125</u></a>
Transitioning From Technical Professional to Management	<a href="#"><u>MGMT0120</u></a>
From Technical Professional to Leadership Simulation	<a href="#"><u>MGMT012S</u></a>



# Sample Courseware for Writing Skills

## **Business Writing Essentials**

Writing with Intention [COMM0011](#)

Avoiding Errors in Usage and Punctuation [COMM0012](#)

Avoiding Grammatical Errors in Business Writing [COMM0013](#)

Crisp Composition [COMM0014](#)

Writing to Reach the Audience [COMM0015](#)

Getting the Most from Business Documents [COMM0016](#)

The Writing Process [COMM0017](#)

## **Business Grammar Essentials**

Foundations of Grammar [COMM0201](#)

Sentence Construction [COMM0202](#)

Understanding Writing Mechanics [COMM0203](#)

Punctuating with Skill [COMM0204](#)

# Sample Courseware Aligned to OPM ECQ Leadership Competencies

## OPM ECQ Leadership Map- February, 2008

### Executive Core Qualification

Qualification	Course	Course #
<b>Fundamental Competencies</b>		
Interpersonal Skills		
	<b>Interpersonal Communication Skills for Business</b>	
	The Process of Interpersonal Communication	<a href="#">comm_02_a01_bs_enus</a>
	The Mechanics of Communicating Effectively	<a href="#">comm_02_a02_bs_enus</a>
	<b>Workplace Communication Skills</b>	<a href="#">comm_02_a03_bs_enus</a>
	<b>Leadership Communication Skills</b>	<a href="#">comm_02_a05_bs_enus</a>
	<b>Emotional Intelligence in the Workplace</b>	
	The Emotionally Intelligent Leader	<a href="#">COMM0145</a>
Oral Communication		
	<b>Interpersonal Communication Skills for Business</b>	
	The Process of Interpersonal Communication	<a href="#">comm_02_a01_bs_enus</a>
	The Mechanics of Communicating Effectively	<a href="#">comm_02_a02_bs_enus</a>
	<b>Delivering Successful Presentations</b>	
	Presenting to Succeed	<a href="#">COMM0301</a>
	Delivering Your Message	<a href="#">COMM0302</a>
	Presentation Resources Available to You	<a href="#">COMM0303</a>
	<b>Effective Listening Skills</b>	
	Listening Basics	<a href="#">comm_03_a01_bs_enus</a>
	Listening to Comprehend	<a href="#">comm_03_a02_bs_enus</a>
	Higher Purpose Listening	<a href="#">comm_03_a03_bs_enus</a>
	Enhancing Listening Skills	<a href="#">comm_03_a04_bs_enus</a>
	<b>The Successful Facilitator</b>	
	The Facilitative Leader	<a href="#">MGMT0276</a>



# Sample Office 2007 Courseware

## Microsoft Office 2007: New Features

New Features for End Users in Microsoft Office 2007	<a href="#">239866_ENG</a>
Microsoft Office Excel, PowerPoint, and Outlook 2007	<a href="#">239874_ENG</a>
Microsoft Access 2007 and Microsoft Publisher 2007	<a href="#">239976_ENG</a>

## Microsoft Office 2007: Beginning Word

Getting Started with Word 2007	<a href="#">mo_bgwd_a01_dt_enus</a>
Working with Text and Paragraphs in Word 2007	<a href="#">mo_bgwd_a02_dt_enus</a>
Structuring, Editing, Saving, and Opening Documents in Word 2007	<a href="#">mo_bgwd_a03_dt_enus</a>
Printing, Help, and Automated Formatting in Word 2007	<a href="#">mo_bgwd_a04_dt_enus</a>

## Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007	<a href="#">mo_adwd_a01_dt_enus</a>
Advanced Document Navigation and Document Reviews in Word 2007	<a href="#">mo_adwd_a02_dt_enus</a>
Using Tables, Charts, and Graphics in Word 2007	<a href="#">mo_adwd_a03_dt_enus</a>

## Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007	<a href="#">mo_wdpu_a01_dt_enus</a>
Advanced Document Features in Word 2007	<a href="#">mo_wdpu_a02_dt_enus</a>
Collaborative Features in Word 2007	<a href="#">mo_wdpu_a03_dt_enus</a>



# Leadership Development Channel™



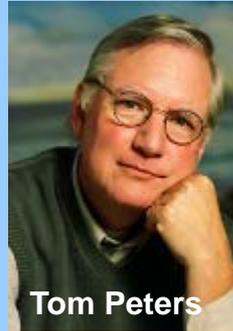
Bill George



Marshall Goldsmith



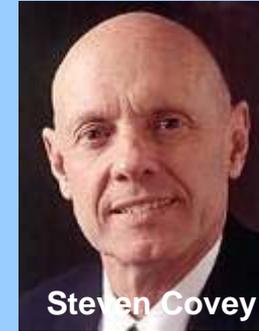
Pat Lencioni



Tom Peters



Ann Mulcahy



Steven Covey



John Kotter

- Best-in-class video content, live and on demand
- Best-selling authors and CEOs
- A management tool to drive team learning and one-on-one coaching
- Key products and services
  - 800 video-based programs
    - Leadership QuickTalks™
    - CEO QuickTalks
  - Annual series of live Executive Leadership Events, available by Webcast, satellite and videoconference

Sample QuickTalks: [Authentic Leadership](#), [Accountability](#), [Getting Things Done](#)

# Accessing the SkillSoft Catalog

- Become familiar with AgLearn
  - Search for courses by title or by course ID
  - Use the catalog to browse for courses
  - Launch a course and complete a course

Powered by AgLearn

## Tips+

Quick tips  
FAQ's  
and more...

Click the triangle to expand and view courses. It may take several seconds to expand.

Close

**Subject Area Menu**

[Expand All] [Collapse All]

- ▶ \*USDA COURSES
- ▶ AgLearn Original Courseware Structure
- ▶ Business Certifications
- ▼ Business Skills Curricula
  - ▶ Administrative Support Curriculum
  - ▶ Business Analysis
  - ▶ Business Law Curriculum
  - ▶ Communication Curriculum
  - ▶ Consulting Skills Curriculum
  - ▼ Customer Service Curriculum
    - Customer Relationship Management (6)
      - ▶ **Beginning Electronic Customer Relationships**  
Description : CourseDescription=The most influential technological a and growth [More >](#)  
Cost: 0.00 Length: User Rating: N/A [Launch content](#) [Add to Learning Plan](#)
      - ▶ **Effective Service Recovery**  
Description : CourseDescription=Managing customer relationships is customer has a [More >](#)  
Cost: 0.00 Length: User Rating: N/A [Launch content](#) [Add to Learning Plan](#)

**Advanced Catalog Search**

The Advanced Catalog Search page allows you to search the Catalog by specific Catalog fields. You can search the Catalog by Learning Items, Curriculum

**Keywords**

Title: Contains

Description: Contains

ID: Contains

**Search Options**

Search for:  All  Only Items  Curricula  Only Offerings

Instructor-Led  Online  Blended  Other (Select one or more)

Subject Area: Contains  [Select](#)

Delivery Method: Contains  [Select](#)

Source: Contains



From:  
To:  
Cc:  
Subject:  
Attachments:



**United States Department of Agriculture**



**United States Department of Agriculture**  
**AgLearn**  
Learning just got easier!

Knowledge...

# Administrators

Tools you can use



- Learn
- Learn Resources
- Administrator Center
- Admin Restrict person
- Admin Go to Admin Key ta
- Resources
- Will Cor Ste
- Tro Clic
- Ext Cre eAt and
- Neu Clic Agl

## Administrator Center Administrators, Welc



Powered by AgLearn

# Tips+

Quick tips  
FAQ's  
and more...

Trying

- 1.
- 2.
- 3.
- 4.

Don't show this tip again



Quick tips  
FAQ's  
and more...

Don't show this tip again



Volume 1, Issue 1 May 2008



### SP3, Finally!

Well, it is finally here - AgLearn is set to upgrade to the Service Patch 3 (SP3) version of Plateau software in May 2008. With this upgrade, there are many changes that will impact the USDA AgLearn administrator community.

computer systems. The previous version of Plateau (SP1) did not support changes brought about by FDCC.

Second, SP3 allows us also to upgrade the SkillSoft course player to version 7.0. Many of the newer SkillSoft courses did not work with the earlier player. Upgrading to SP3 instantly adds over 400 new courses to the AgLearn catalog, many related to Office 2007. The new player will also aid in our Section 508 courseware compliance issues by providing a more consistent configuration with Job Access with Speech (JAWS) screen readers for the visually impaired.

#### Why the upgrade?

There were several reasons why USDA decided to upgrade to this version of Plateau.

First, the U.S. Office of Management and Budget (OMB) mandated that all Federal Agencies standardize the configuration of approximately 300 settings on each of their Windows XP and Vista computers. This is known as the Federal Desktop Core Configuration (FDCC). Having FDCC in place will strengthen Federal IT security by reducing opportunities for hackers to access and exploit government

Lastly, TeamAgLearn purchased new hardware months ago in anticipation of SP3. With the upgrade, we will be able to install this hardware and increase our system capacity.

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### Administrator Survey

In February 2008, a survey was assigned to all AgLearn administrator learning plans. Baseline characteristics were captured so that Team AgLearn could compare survey responses against feedback we receive post SP3 implementation. Our plans for the SP3 upgrade include many considerations for AgLearn administrators including a role-based administrator access that is more closely aligned with job tasks, customized online training and blended performance support tools for all

administrator roles. Here is a summary of our findings and how our upgrade plans should be welcomed by the administrator community.

A significant portion of our admin population has been performing their role without formal training. While classroom based training was available previously, many administrators were unable to take advantage of it and others have forgotten much of what

*Continued on page 3*



teamaglearn@usda.gov



# Awareness Communication

- Emails
- Association Outreach
- AgLearn Welcome Pages
- Pop-Up Resource Reminders
- USDA Training Community Outreach
  - Briefings to local USDA training coordinators
  - Newsletter to USDA training and AgLearn community
  - Semi-annual Strategic Conference for training and AgLearn community

# Total Number of Discretionary Courses Assigned/Completed FY07 and FY08

Agency	FY07	FY08	CPU07	CPU08
AMS (1,736)	872	1,664	0.50	0.96
APHIS (6,901)	6,579	9,391	0.95	1.36
ARS (8,429)	2,826	4,778	0.34	0.57
CR (142)	42	130	0.30	0.92
CSREES (356)	538	518	1.51	1.46
DA (469)	114	342	0.24	0.73
ERS (351)	74	140	0.21	0.40
FAS (808)	706	668	0.87	0.83
FNS (1,309)	722	1,154	0.55	0.88
FS (30,626)	18549	27862	0.61	0.91
FSA (5,059)	1181	8,447	0.23	1.67
FSIS (5,945)	5752	6559	0.97	1.10
GIPSA (611)	681	666	1.11	1.09
NAD (100)	66	70	0.66	0.70

Agency	Population	FY07	FY08	CPU07	CPU08
NASS (1,092)	1092	1,571	1,247	1.44	1.14
NRCS (12,227)	12276	2130	6744	0.17	0.55
OBPA (58)	58	76	27	1.31	0.47
OC (83)	83	6	13	0.07	0.16
OCE (58)	58	17	26	0.29	0.45
OCFO (1,225)	1255	252	559	0.20	0.45
OCIO (946)	946	1,900	1,176	2.01	1.24
OES (20)	20	6	10	0.30	0.50
OGC (325)	325	14	112	0.04	0.34
OIG (88)	88	87	439	0.99	4.99
RD (6,357)	6357	17,268	12,557	2.72	1.98
RMA (488)	488	287	608	0.59	1.25
SEC (51)	51	7	17	0.14	0.33

# FY08 Online Survey Results

#	Survey Question	Average Response
1	How well did the training prepare you to perform the tasks described in the course objectives?	Very Well
2	Please rate your knowledge or skill regarding the training topics <u>BEFORE</u> taking the course.	Good
3	Please rate your knowledge or skill regarding the training topics <u>AFTER</u> taking the course.	Very Good
4	Overall, how satisfied are you with this course? (i.e., would you recommend it to others).	Very Satisfied
5	How <u>OFTEN</u> will you use the knowledge or skill presented in this course?	Often
6	How <u>IMPORTANT</u> to your job is the knowledge or skill presented in this course? <sup>1</sup>	Very Useful

<sup>1</sup> Responses for importance to job were nearly equally split between “Essential” (8,158 responses) and “Very Useful” (8,403 responses)



# Thank You!

Visit us at [www.aglearn.usda.gov](http://www.aglearn.usda.gov)  
and see how  
***Learning Just Got Easier!***