

# Adapting Employee Training To The Post-COVID Reality

Protect your company +  
employees through

**eLearning**





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*Designing the "Workplace of the Future"*



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FOUNDER + PRESIDENT



# THE KOLAR EXPERIENCE INSTITUTE - WORKPLACE OF THE FUTURE

Using 30 years of research studying the impact of place on people, we built a research and insights institute focused on exploring the intersection of people, process, and place and creating positive impact for businesses.



Employee Sentiment Survey analyzes + guides employers understanding of their employees' perceptions + sentiments in the post-COVID reality across three categories:



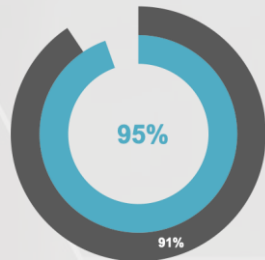
**WHAT ARE YOUR EMPLOYEES REALLY THINKING + FEELING?**

**kolar**  
**experience**  
Institute™

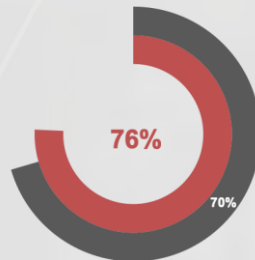
# TAKE OUR **FREE** COMPANY SURVEY. GAIN VALUABLE INSIGHTS.

- ✓ Assess and understand your employees' concerns about returning to work
- ✓ Make sense of the many dynamics at play in your workforce so you can make more informed people decisions and improve business results
- ✓ Receive a company score and compare to other similar organizations

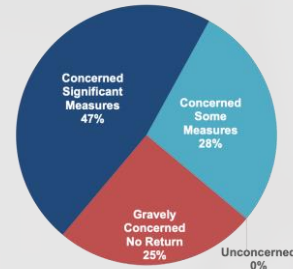
Well-being Index



Safety Concern Index



Returning to the Workplace Indicator



PEOPLE ARE WORRIED...

**#1**

CHANGE IS INEVITABLE...

**#2**

TRUST IS A PROBLEM...

**#3**

Source: Kolar Experience Institute's COVID-19 Compass Return to Work Survey

**WHAT HAVE WE LEARNED...**

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**#1** PEOPLE ARE WORRIED...

**87.5%**

of employees report that their stress/anxiety has  
**INCREASED** or **SIGNIFICANTLY INCREASED**

- KEI™ Compass Study 2020





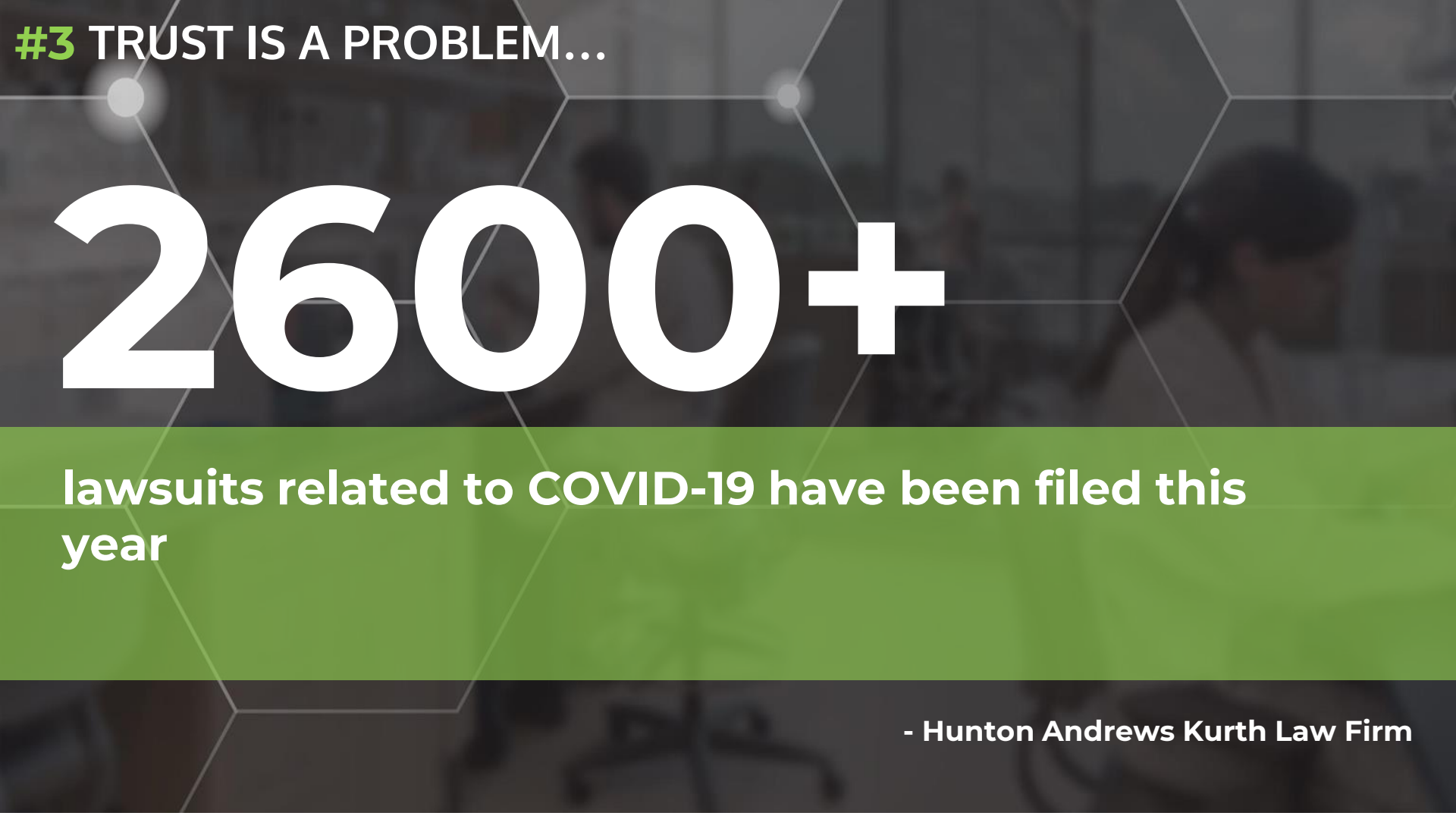
**#2** CHANGE IS INEVITABLE...

**89%**

**of employees are expecting that things WILL NOT  
return to “business as usual”**

- KEI™ Compass Study 2020





**#3** TRUST IS A PROBLEM...

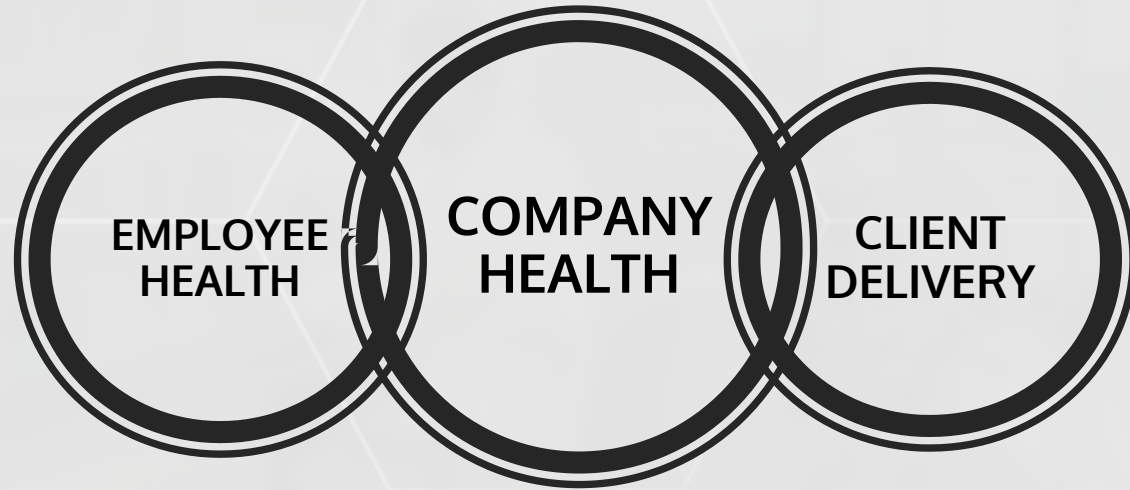
**2600+**

**lawsuits related to COVID-19 have been filed this  
year**

**- Hunton Andrews Kurth Law Firm**







**BUSINESS CONTINUITY**

- **EMPLOYEES**
- **BUSINESS COMPLIANCE**
- **INSURANCE**
- **SUPPLY CHAIN**
- **VISITORS**

**BUSINESS CONTINUITY**

- **Lead with empathy**
- **Consult trusted advisors**
  - Attorney
  - Insurance Broker
  - SBA – Office of the National Ombudsman and Office of Advocacy
  - HR
- **Compliance is good for business** (employees, vendors, partners, customers/clients want to feel safe)
- **Communicate, communicate, communicate** (internal and external)
- **It's a process—progress, not perfection** (it takes time and space)

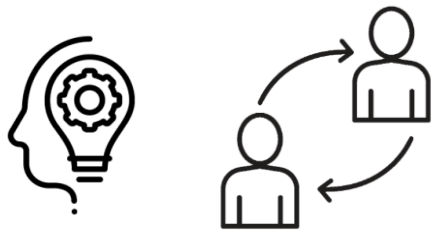
## KEY TAKEAWAYS

# Solutions for Adapting to Post-Covid Reality





**eLEARNING DURING COVID-19**  
**EDUCATE, ENGAGE + PROTECT YOUR EMPLOYEES**



## EDUCATE

### Growth & Development

- As businesses pivot, some employees are having to learn new skills while others are experiencing full-scale job changes (McKinsey)

### Knowledge Transfer

- 23% of baby boomers have or are considering retiring early as a result of COVID-19 (TD Ameritrade)



## ENGAGE

### Culture Building

- Estimated 25-30% of workforce will be working from home by end of 2021 (Global Workplace Analytics)
- Adopting digital learning increased sense of community and collaboration for work colleagues (McKinsey)



## PROTECT

### Duty of Care

- Corporate law firms are recommending a “duty of care” approach to minimize liability and show empathy
- Communicate, Communicate, Communicate!
- Includes making sure employees are trained, comprehend best practices and acknowledge by signing ‘I Agree’

# NAVIGATING THE REMOTE WORKPLACE

GROWING BY 52%



(Chief Learning Officer Magazine)

**ADAPTING TO NEW WAYS OF WORKING + LEARNING**

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GROWING BY 52%

EXPECTED INCREASE IN THE NEXT 12-18 MONTHS



Self-paced eLearning by 65%



Mobile Learning by 60%



Instructor Led eLearning by 53%

ADAPTING TO NEW WAYS OF WORKING + LEARNING

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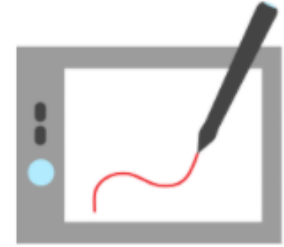


Mobile Learning by 60%



Instructor Led eLearning by 53%

## INSTRUCTIONAL DESIGN



Converting live training to an interactive and engaging online experience requires:

- Instructional design
- ADDIE (adult learning) methodology
- Technology
- Consider 508-compliance

## ADAPTING TO NEW WAYS OF WORKING + LEARNING

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- **Educate and protect employees**
  - Before bringing back to office
  - Working from home
- **Protect company liability and risk**
  - Corporate law firms recommend "Duty of Care" and "I Agree"
- **Prevent incidents and lawsuits**
  - Decreased overall costs to company
- **State Law Mandates**
  - Compliance with OSHA and CDC



## WHY RISK MITIGATION WITH ELEARNING?

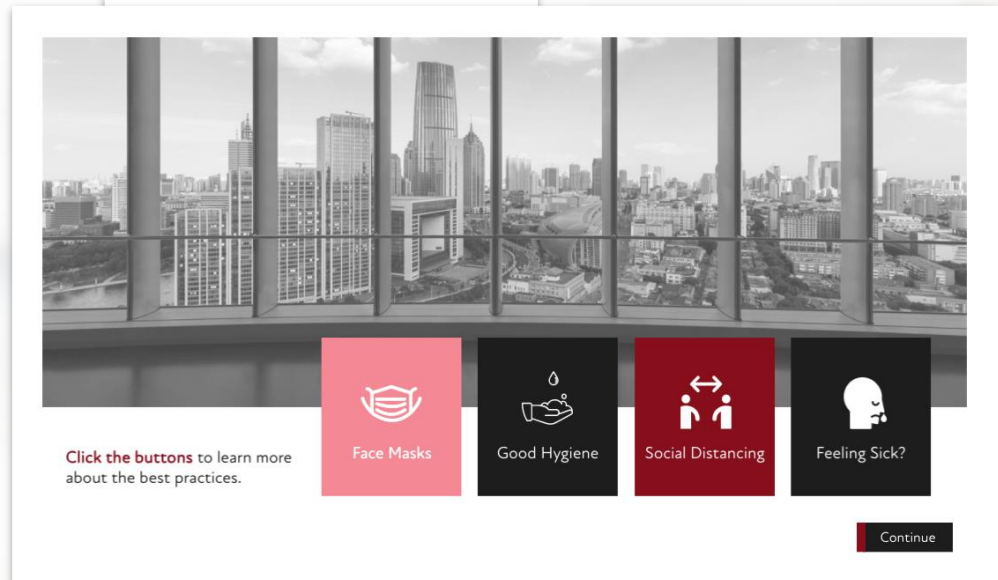
These are the states with mandatory state training laws regarding COVID-19 safety:

- California
- Connecticut
- Illinois
- Kentucky
- Maine
- Massachusetts
- Michigan
- Minnesota
- New Hampshire
- New Mexico
- New York
- Oregon
- Rhode Island
- Vermont
- Virginia
- Washington



## STATE LAW MANDATES FOR COVID-19 TRAINING





## CDC + OSHA BEST PRACTICES

## Real-Life Scenario Q&A

Click each button to learn the answers.

Q1. How do I stay safe and healthy at work? The virus is still out there. Isn't that why they shut down in the first place?

Q2. What if I catch it and take it home to my family?

Q3. What if someone comes into the restroom while I'm in there?

Q4. Will the coffee in the break room be safe to drink?

Q5. Is it safe to eat at my desk?

Q6. Is it safe to heat up my lunch in the communal microwave?

Q7. What if I see someone not following these practices?

Q8. What if visitors show up at the office?

Continue

Q3. Even while you're in the restroom, continue the best practices described. Keep your mask on and maintain 6 feet distance between you and anyone else. If it's at all possible, wait to enter the restroom until it is vacant.

BACK TO THE QUESTIONS

## Quiz

Question 1:

Which of these describe the proper way to wear a mask? More than one answer may apply.

- ☐ Must cover nose
- ☐ Comfortably snug
- ☐ Must cover mouth
- ☐ Must cover chin

Continue



KNOWLEDGE CHECK



Correct

Exactly! The minimum distance you must stand/sit from someone is 6 feet.

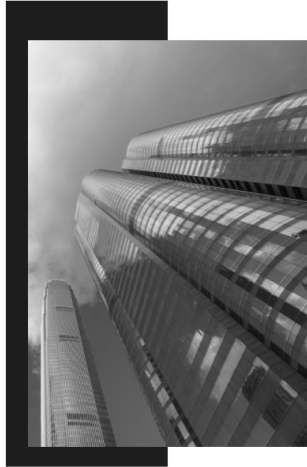
Continue

# UNDERSTANDING + COMPREHENSION

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## Time-stamped 'I Agree'



### Acknowledgement:

Congratulations! You passed the quiz. Please read the following acknowledgement. Once finished, click the "I Agree" button if you are willing to abide by the standards discussed.

I understand and agree to abide by the best practices discussed along with any and all policies specific to my employer. I also understand that failure to abide by these practices puts me, my family and my co-workers at risk of catching COVID-19.

I Agree

Results

## Certificate & Company-wide Report



C2:LEARNU							COURSE STATUS	
							0	0
							Not Started	In Progress
							Completed	Passed
							Failed	Pending Review
							Past Due	
KXII™ COVID-19 COMPASS Return to Work eLearning Certification v.1								
Name	Email	Enrolled	Started	Completed	Score	Status		
05140020	05150020	05150020	-	-	-	Completed		
05140020	05150020	05150020	-	-	-	Completed		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	05150020	05150020	-	-	-	Completed		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		
05140020	-	-	-	-	-	Not Started		

# ACKNOWLEDGEMENT + TRACKING

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# Create Respectful + Inclusive Work Environments

**States that require  
harassment prevention training:**

- **California**
- Connecticut
- Delaware
- District of Columbia
- Hawaii
- **Illinois**
- Maine
- Massachusetts
- **New York**



**CREATE RESPECTFUL + INCLUSIVE WORK ENVIRONMENTS**

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A screenshot of a learning management system interface. On the right, a "COURSE STATUS" dashboard shows progress bars for different sections: Not Started, In Progress, Completed, Passed, Failed, Pending Review, and Not Due. On the left, a quiz question is displayed: "Does sexual harassment occur in the preceding scenario?". Below the question are three radio button options: "Yes", "No", and "Unsure". A "Submit" button is at the bottom of the question box.

Recognize and understand:

- Harassment against protected classes including LGBTQ (Title VII)
- State + Federal Laws

Learn how to:

- Be an UPSTANDER
- Effectively coach and respond
- Handle complaints + incidents

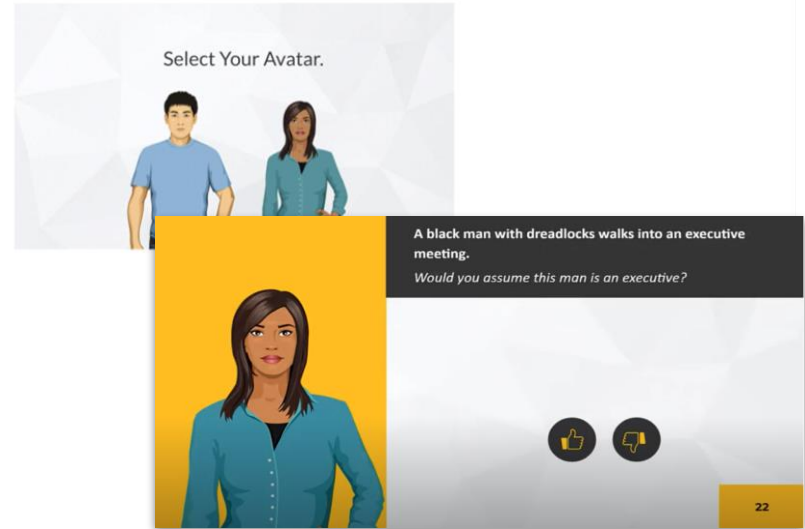
Track comprehension + completion to comply with state laws

## WHAC - WORKPLACE HARASSMENT & ABUSIVE CONDUCT



Unconscious or implicit bias is a universal phenomenon that occurs for any type of difference that we encounter when interacting with others. It refers to attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner.

## 1. Intro: Avatar Activity - determine level of comfort in different scenarios




# UNCONSCIOUS BIAS



## 2. The Medical Science of Implicit Bias

Implicit Association Tests (IAT)



Discover Your Own Implicit Biases

[Click here to try](#)

**What Is It?**

The IAT is a measure within social psychology designed to detect the strength of a person's automatic association between concepts such as black people or gay people, evaluations like good or bad and stereotypes (e.g. athletic or clumsy).

**Key Findings**

- 90% of Americans associate negative concepts with the social term "elderly."
- 75% of men and women do not as easily associate women with career as they do with family.
- White participants consistently show a preference for white over black on the IAT.

[CONTINUE](#)

## 4. Impact of Implicit Bias in the Workplace



**The Impact of Unconscious Bias in the Workplace**

On the following pages, you'll be shown a number of facts that describe ways in which unconscious bias has impacted and still impacts the workplace. To begin, click one of the buttons below.

Recruitment and Hiring	Gender Differences	Gender Gap	Performance Evaluations	Workplace Culture


[CONTINUE](#)

## 3. The Social Science of Implicit Bias

**Key Terms: Scenario 1**

Abbie told her boss that she is hesitant to give Lydia access to newly installed software. When asked why, Abbie said, "Everyone knows that older people struggle with new technology."

Which word best describes this situation?



Prejudice	Micro-inequities
Stereotype	Racism, Sexism, Ageism and Classism,
Unconscious Bias	

## 5. Next Steps for Individuals in the Workplace





Protect your company from:

- Risk & liability
- Tarnished brand reputation
- Revenue loss + sponsorship
- Incidents + lawsuits
- Talent + knowledge loss
- Increased recruiting costs



Protect + support your employees:

- Build inclusive + respectful culture
- Provide tools + knowledge
- Attract + retain top talent

## RISK MITIGATION + CULTURE DEVELOPMENT

## GET CERTIFIED. BE RECOGNIZED.

- ✓ Provides visibility on Coupa platform
- ✓ Shows commitment to safety, wellbeing + inclusivity
- ✓ Protects your company from lawsuits + liability
- ✓ Fulfills compliance with state laws

Get your company certified for just \$97/year!



[mycalearning.com/coupa](https://mycalearning.com/coupa)



QUESTIONS?