# Turn Education Into Action

Now that you've got a strategy and process in place, it's time to start thinking of learning less as a task and more as a way of life.

CREATE A CULTURE OF LEARNING.

Getting users from various backgrounds to a standard level of skill can take time, especially as needs and technology change continuously. Make learning a priority to achieve continuous return on investment.

86% of executives say culture is essential to their business success. [1]

86%
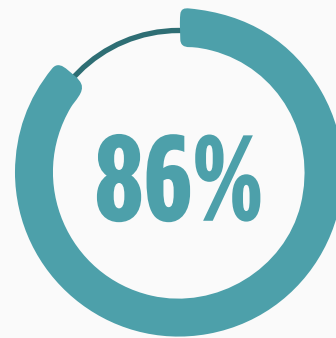
TEACH FOR THE SHORT, MEDIUM, AND LONG TERM.

You've addressed users' immediate, fear-based needs and have shown them a thing or two about working smarter with Microsoft Teams. Now start thinking about what users may need to know to advance their career.

BRIDGE THE GAP BETWEEN TRAINING AND ACTION.

Just because users have learned something new doesn't mean they've changed their behavior. Keep users from falling back into old habits by continually challenging their knowledge and pushing them beyond the status quo.

GIVE USERS SOME KUDOS.

Everyone needs a little positive reinforcement to keep them on track. Encourage them through awards, games, or a special shout-out from the boss to recognize a job well done.

89% of users say they would be more engaged if learning were gamified.

89%
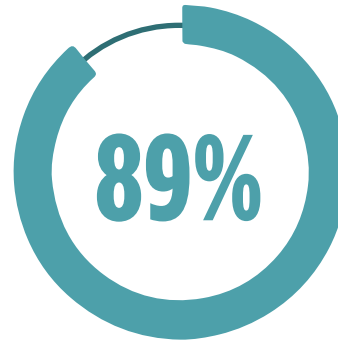
ADAPT TO SURVIVE.

All journeys have ups and downs as priorities change and needs arise. Pursue solutions that keep a finger on the pulse of your organization's needs so you can adapt quickly and effectively.

ACTION ITEMS

○ **Ensure that learning content is available when the user needs it, not just when you're available to provide it.**

○ **Provide content that's applicable now and that also sets the stage for career advancement.**

○ **Engage users through challenges, polls, and assessments to improve retention and encourage active use.**

○ **Update learning content constantly to keep up with frequent software updates.**

○ **Use polls to create metrics that you can track in dashboards.**

BRAINSTORM SOLUTIONS

○ **We have challenges and activities built into our Skill Paths, so your users are challenged to actually use their new knowledge.**

○ **Polls are also built directly into our platform, giving you insight into your users' experience.**

○ **Gamification is an important part of encouraging learning. QuickHelp's badges and ranking system give users that extra umph to get engaged in their learning.**

SOURCES

[1] *strategyand.pwc.com/global/home/press/displays/corporate-culture-is-critical-to-business-success*

[2] *talentlms.com/blog/gamification-survey-results*