



The Skills We Didn't Know We Needed In L&D Chat

2025-11-21 11:01:48 From Nicole Duclos to Everyone:

I lived in Massachusetts then and remember having to leave our house because trees were falling.

2025-11-21 11:05:05 From Maureen Flanagan to Everyone:

Love the shirt, Tricia Ransom. Oh, the humanity!

2025-11-21 11:06:53 From Shannon Tipton to Everyone:

Coffee Chats: <https://us02web.zoom.us/meeting/register/mKkoHqikTKufoWtWq5iHWg>

2025-11-21 11:07:41 From jean eckhoff to Everyone:

LOL - I am curious about why SMART goals aren't smart. 😊

2025-11-21 11:07:52 From Tricia Ransom to Everyone:

Replying to "LOL - I am curious about why SMART goals aren't sm...":
Me too!

2025-11-21 11:08:26 From Connie Halvorsen to Everyone:

Replying to "I lived in Massachusetts then and remember having ...":
From ice I'm assuming or was it from the level of snow that fell?

2025-11-21 11:10:12 From Connie Halvorsen to Everyone:

Our West Michigan ATD chapter had a great session on that topic this morning!

2025-11-21 11:11:02 From jean eckhoff to Everyone:

Thank you Connie

2025-11-21 11:11:50 From Sarah Walbridge-Jones to Everyone:

Hello community. I am Sarah, live in Minneapolis and work for Solventum (formerly 3M Healthcare).

2025-11-21 11:11:57 From Noel Zykowski to Everyone:

@jean eckhoff - I could say it sometimes boils down to being the first person to speak...would love to dive into this topic! Another recommended reading is "The CEO's guide training, learning & work"

2025-11-21 11:12:08 From Tricia Ransom to Everyone:

Here is the link to Shannon's open letter to leadership:

https://www.linkedin.com/posts/shannontipton_dear-leadership-we-need-to-talk-not-activity-7394048790070079488-6oQ4?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAAADbi6cBvolaxHA1zFqTwnaTV0gU6AQ8tb0

2025-11-21 11:12:43 From Connie Halvorsen to Everyone:

Replying to "Hello community. I am Sarah, live in Minneapolis a...":
Welcome! Glad you are here!

2025-11-21 11:12:54 From Elizabeth Waite to Everyone:

Replying to "@jean eckhoff - I could say it sometimes boils do...":
Is that a book or a magazine article?

2025-11-21 11:13:16 From Tricia Ransom to Everyone:

Prompt engineer

2025-11-21 11:13:20 From Noel Zykowski to Everyone:

Replying to "@jean eckhoff - I could say it sometimes boils do...":
A book that speaks to sr. leadership about empowering learning for a competitive advantage

2025-11-21 11:13:35 From Heather Ross to Everyone:

LMS management

2025-11-21 11:13:57 From Tricia Ransom to Everyone:

I'm thinking prompt engineering vs AI context and how to really use it in actual life.

2025-11-21 11:14:24 From DENNIS ZAJAC to Everyone:

Same as the last couple of years ... LLM AI models in general

2025-11-21 11:14:27 From Elizabeth Waite to Everyone:

Just because we know there are so many resources doesn't mean that others are aware of them

2025-11-21 11:15:14 From Heather Ross to Everyone:

A lot of people in my company struggle with smartphones. AI prompts are not a priority for them

2025-11-21 11:15:30 From Tricia Ransom to Everyone:

It's an ongoing "skill" that I want to master as well as others: how to funnel the absolute firehose of information about everything. And how to incorporate that into courses.

2025-11-21 11:15:49 From DENNIS ZAJAC to Everyone:

I've seen little to no education on how the LLMs are constructed and work, and it can be conceptual

2025-11-21 11:17:26 From Maureen Flanagan to Everyone:

Navigating Organizational Politics - Know when to hold 'em and when to fold 'em. :-)
New leaders and stakeholders and learning to adapt to their styles without losing my authentic self.

2025-11-21 11:17:43 From Elizabeth Waite to Everyone:

I think we do that because that's how our leaders think about it. Another reason for L&D professionals to be at the planning table not taking orders

2025-11-21 11:18:12 From Heather Ross to Everyone:

During lockdown, there was an opportunity to sit in on the consortium from the Nobel committee and this was their topic - how education is a lagging indicator and reactive. They were imploring educators to try to find a way to lead rather than follow.

2025-11-21 11:18:41 From DENNIS ZAJAC to Everyone:

in my opinion, much of the training (e.g., prompt engineering) is not nearly as effective as it could be because users don't know how the model fundamentally work. The LLM AI skill training is much more generalizable if you understand how the models work.

2025-11-21 11:18:50 From Elizabeth Waite to Everyone:

Educators can't lead when they're expected to take orders from school admin and school boards

2025-11-21 11:19:00 From Tricia Ransom to Everyone:

I think if we asked ourselves the question "what if" more, we could spot the trends. For example, "what if I use AI to storyboard"?

2025-11-21 11:19:57 From Victoria Nelson to Everyone:

Here is the L&D thought leader I mentioned--Al Dea-- and his recent newsletter post:
<https://www.linkedin.com/pulse/building-your-radar-how-spot-signals-make-sense-change-al-dea-fvvxe/?trackingId=MvMaUe%2FQy1zrtRYzDBs6bQ>

2025-11-21 11:20:04 From Tricia Ransom to Everyone:

Replying to "in my opinion, much of the training (e.g., prompt ...":
I'm going to play devil's advocate, and say with what time can we learn this.

2025-11-21 11:21:43 From Connie Halvorsen to Everyone:

I agree @Noel Zykowski! I'm constantly looking out for trends and it's a regular part of my weekly, sometimes daily, routine!

2025-11-21 11:23:18 From Tricia Ransom to Everyone:

Does anyone else get overwhelmed with the sheer amount of content that is available to curate? I don't even know where to start. I know I can't be alone.

2025-11-21 11:23:22 From Elizabeth Waite to Everyone:

You can ask the AI to teach you to use it!

2025-11-21 11:23:29 From Noel Zykowski to Everyone:

True flow of work can be HARD when you're fitting into someone else's flow

2025-11-21 11:24:03 From DENNIS ZAJAC to Everyone:

Replying to "in my opinion, much of the training (e.g., prompt ...":
I think it is less complicated and takes less time than many people think. Its understanding conceptually what is going on rather than the mechanics.

Given the importance of LLMs, and my experience that the lack of basic understanding results in ineffective use, I think it is well worth the time.

2025-11-21 11:24:08 From Betsy Spetich to Everyone:

Exactly Tricia!

2025-11-21 11:25:08 From Noel Zykowski to Everyone:

Exactly Tricia! Part of a reason why I attend groups like this and EDU Fellowship to help me organize and sanity check

2025-11-21 11:25:53 From jean eckhoff to Everyone:

What a cool idea!

2025-11-21 11:26:30 From Tricia Ransom to Everyone:

Didn't Microsoft or some big company do that with their compliance training? They had episodes and characters, and the employees would have watch parties when a new episode dropped. Or am I making that up out of my happy place?

2025-11-21 11:26:53 From Elizabeth Waite to Everyone:

Replying to "Didn't Microsoft or some big company do that with ...":
I remember something like that.

2025-11-21 11:26:54 From Shannon Tipton to Everyone:

<https://www.learningrebels.com/2025/09/11/ditch-engagement-create-learning-people-cant-ignore/>

2025-11-21 11:26:55 From Maureen Flanagan to Everyone:

@Michael Dalessandri - We had something at our company which I believe was purchased from an external supplier called, "The Inside Job" and it was about Cyber Security. We did actually look forward to the new episodes.

2025-11-21 11:27:03 From Betsy Spetich to Everyone:

The state IT training actually posted a series of cybersecurity trainings that I binge watched.

2025-11-21 11:27:19 From Jason Dreyer to Everyone:

Pass the Cranberry Sauce:
<https://open.spotify.com/playlist/5eb5qC1oMgI7tv5uLnUuCU?si=fFW68UjLTxejEwRQdUeSrw>

2025-11-21 11:28:16 From Betsy Spetich to Everyone:

Replying to "@Michael Dalessandri - We had something at our com...":
That's the one I binge watched also.

2025-11-21 11:28:18 From Tricia Ransom to Everyone:

Here is the link to a LinkedIn post about the Microsoft training:
https://www.linkedin.com/posts/dylan-tokar-89912994_microsoft-employees-are-hooked-on-the-company-activity-7062088942413570048-l6yN?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAAADbi6cBvolaxHA1zFqTwnaTV0gU6AQ8tb0

2025-11-21 11:28:22 From jean eckhoff to Everyone:

I am not great at that. I got too stuck in trying to come up with a story.

2025-11-21 11:28:34 From Noel Zykowski to Everyone:

Gtg - internet/power issues 😞 see you all at the party on the 5th!

2025-11-21 11:30:04 From Elizabeth Waite to Everyone:

Replying to "I am not great at that. I got too stuck in trying ...":

Great way to start with ChatGPT. Put down the facts and what you remember and ask Chat to outline a story including those. Then you can use the outline and flesh it out to tell the story you want.

2025-11-21 11:30:26 From Jessica Koleno to Everyone:

Poetry class at Harvard framed around Taylor Swift. Attendance way up! Super innovative and binge-worthy 😊

<https://podcasts.apple.com/fr/podcast/harvards-taylor-swift-course-what-youre-really-learning/id1668887882?i=1000653316182>

2025-11-21 11:30:49 From Heather Ross to Everyone:

There was a group who developed a telenovela to help teach people conversational Spanish. The earlier episodes had the actors speak very simple and slow sentences, but as the story developed, the speaking got faster. Destinos: An Introduction to Spanish - Annenberg Learner

2025-11-21 11:31:18 From Heather Ross to Everyone:

Replying to "There was a group who developed a telenovela to he...":
It's a great example of storytelling in a functional way.

2025-11-21 11:31:24 From Jennifer Butler to Everyone:

I love Destinos! I've watched it a few times!

2025-11-21 11:31:31 From Jason Dreyer to Everyone:

When HR goes to hard:

https://youtube.com/shorts/l8Fg8xQ9_uA?si=BNtuD6BXSj5W0YpF

2025-11-21 11:32:12 From Maureen Flanagan to Everyone:

Abbott Elementary uses the same technique of having a documentary crew following them around. As a Philadelphia-area resident, I especially appreciate the humor.

2025-11-21 11:32:22 From Heather Ross to Everyone:

I wish I had someone who was brave enough to do that with me

2025-11-21 11:32:45 From Shannon Tipton to Everyone:

Replying to "Abbott Elementary uses the same technique of havin...":
love that show!

2025-11-21 11:32:50 From Elizabeth Waite to Everyone:

Replying to "I wish I had someone who was brave enough to do th...":
I'm not sure what you want to do, but I'm game to try a project

2025-11-21 11:33:39 From Erin Markee to Everyone:

@Michael Dalessandri - How do you get SMEs on board with this approach? My org culture is very conservative (also healthcare)

2025-11-21 11:33:41 From Tricia Ransom to Everyone:

There are a ton of skills that I've wanted to learn over the years, but "in-the-moment" my boss/job/organization wouldn't have greenlit anything made with those skills, so I didn't waste me time (to my detriment) in learning them.

2025-11-21 11:33:50 From jean eckhoff to Everyone:

I was thinking we could follow a new hire during onboarding - I have some of it in a scenario game.

2025-11-21 11:34:26 From Victoria Nelson to Everyone:

I'm also hearing marketing as a critical skill.

2025-11-21 11:34:37 From Tricia Ransom to Everyone:

Replying to "@Michael Dalessandri - How do you get SMEs on boar...":

It's harder to do in such a regulated business. Legal has to weigh in on every word and image.

2025-11-21 11:34:42 From Elizabeth Waite to Everyone:

Replying to "I'm also hearing marketing as a critical skill.":

I was having the exact same thought

2025-11-21 11:35:30 From Michael Dalessandri to Everyone:

@Erin Markee - sometimes I use the "Field of Dreams" approach; i.e. if you build it (proof of concept) they may buy into it. Also, SMEs are the content experts, not necessarily input into the design of the delivery strategy.

2025-11-21 11:36:13 From Victoria Nelson to Everyone:

Replying to "I'm also hearing marketing as a critical skill.":

This book might help: "Think Like a Marketer, Train Like an L&D Pro" by Bianca Baumann and Mike Taylor.

2025-11-21 11:36:20 From Jessica Koleno to Everyone:

https://www.learningguild.com/online-events-archive/creating-training-videos-that-stick-small-changes-for-improved-outcomes?utm_campaign=97981651-Learning_US_LearningGuild2025&utm_source=Webinar-attendees_250728&utm_medium=email&dm_i=6TH2,18B31,5HTLYO,5P1OZ,1

Creating Training Videos That Stick: Small Changes for Improved Outcomes

2025-11-21 11:36:35 From Shannon Tipton to Everyone:

Q1 Coffee Chats are open! Coffee Chats:

<https://us02web.zoom.us/meeting/register/mKkoHqikTKufoWtWq5iHWg>

2025-11-21 11:36:50 From Erin Markee to Everyone:

Replying to "@Erin Markee - sometimes I use the "Field of Dream...":

Love that approach. I have some SMEs who are leadership team members and will block projects. I've loosened them up a bit over time, so maybe there's hope :)

2025-11-21 11:38:32 From Maureen Flanagan to Everyone:

I saw a TED talk about an immersive experience for non-English speakers and they watched movies --- especially Westerns - to learn English. It helped to give cues around voice inflection and context to help people learn more efficiently.

2025-11-21 11:40:09 From Maureen Flanagan to Everyone:

I still remember a couple of songs we used in training new Pharma Sales Reps in 1997! (Before everything needed to be reviewed by Medical/Legal.)

2025-11-21 11:40:45 From Elizabeth Waite to Everyone:

That's a great question to ask ChatGPT with a little context into your job and challenges


2025-11-21 11:40:52 From Michael Dalessandri to Everyone:

Anyone remember School House Rock? Great way to engage and use different approaches.

2025-11-21 11:41:11 From jean eckhoff to Everyone:

Replying to "Anyone remember School House Rock? Great way to e...":
I'm a BILL - on Capital HILL!!!

2025-11-21 11:41:14 From Jessica Koleno to Everyone:

 School House Rocks...the OG of innovative training for elementary students using catchy songs (that I can still recite word for word!!)

2025-11-21 11:41:27 From Heather Ross to Everyone:

Replying to "Anyone remember School House Rock? Great way to e...":
Three...it's a magic number!

2025-11-21 11:41:44 From Betsy Spetich to Everyone:

Replying to "Anyone remember School House Rock? Great way to e...":
Conjunction Junction

2025-11-21 11:41:48 From Tricia Ransom to Everyone:

Replying to "Anyone remember School House Rock? Great way to e...":

Conjunction Junction

2025-11-21 11:42:05 From Michael Dalessandri to Everyone:

We can use the same strategies for adult learners too! Simple, memorable, etc.

2025-11-21 11:42:25 From Maureen Flanagan to Everyone:

This is how old I am...I bought the entire School House Rock collection on VHS. I worked with a woman named Janet and couldn't stop singing (in my head), "Interplanet Janet, she's a galaxy girl" when I saw her.

2025-11-21 11:42:55 From Michael Dalessandri to Everyone:

I had the cassette tape of School House Rock; dating myself.

2025-11-21 11:42:56 From Heather Ross to Everyone:

Replying to "This is how old I am...I bought the entire School ...":
Core memory unlocked

2025-11-21 11:43:23 From Michael Dalessandri to Everyone:

AI can help with being as creative as School House Rock.

2025-11-21 11:45:05 From jean eckhoff to Everyone:

So I suggested I help do this and I got this answer, "We already did that" OR... we are working on it and don't need your help' OR we don't have time to work with you on that. SIGH

2025-11-21 11:45:19 From Tricia Ransom to Everyone:

Process mapping is something you would think the SMEs would have before asking for training, but rarely exists. In facilitating those sessions, they often figure out they don't need training.

2025-11-21 11:46:05 From Betsy Spetich to Everyone:

AI

2025-11-21 11:46:07 From Jessica Koleno to Everyone:

AI

2025-11-21 11:46:20 From Betsy Spetich to Everyone:

Practice oriented

2025-11-21 11:46:25 From Jessica Koleno to Everyone:

Can also use a chatbot to have unlimited branches real time

2025-11-21 11:46:33 From Michael Dalessandri to Everyone:

Types of branching: convergent vs divergent branching.

2025-11-21 11:46:43 From jean eckhoff to Everyone:

@Jessica Koleno have you done that?

2025-11-21 11:46:46 From Victoria Nelson to Everyone:

More of a focus on personalized learning, choose your own adventure. Less forced or directed branching.

2025-11-21 11:47:21 From Elizabeth Waite to Everyone:

I think scenario thinking is the key. There was a guy on TrainingMagNetwork.com who taught that. He passed last year... 😊

2025-11-21 11:47:47 From Michael Dalessandri to Everyone:

@Elizabeth Waite - Ray Jimenez.

2025-11-21 11:47:56 From jean eckhoff to Everyone:

Replying to "@Jessica Koleno have you done that?":
Can we chat more about that?

2025-11-21 11:48:55 From Jessica Koleno to Everyone:

Replying to "@Jessica Koleno have you done that?":
Of course

2025-11-21 11:49:20 From DENNIS ZAJAC to Everyone:

Replying to "Process mapping is something you would think the S...":
And some Performance Analysis (ala Mager) ... to identify if the problem is because of needed training in the first place

2025-11-21 11:49:41 From jean eckhoff to Everyone:

Replying to "@Jessica Koleno have you done that?":
I'll look for you on LinkedIn

2025-11-21 11:51:06 From Heather Ross to Everyone:

Replying to "@Elizabeth Waite - Ray Jimenez.":
It's been two years...

2025-11-21 11:51:53 From Elizabeth Waite to Everyone:

Replying to "@Elizabeth Waite - Ray Jimenez.":
Wow!! How time flies. I remember that one week I sat in one of his sessions and then the next they were talking about his passing

2025-11-21 11:52:03 From Jessica Koleno to Everyone:

Replying to "@Jessica Koleno have you done that?":

www.linkedin.com/in/jessica-koleno

2025-11-21 11:53:00 From Victoria Nelson to Everyone:

This is where user personas/empathy mapping comes in.

2025-11-21 11:53:40 From Stella Lindeke to Everyone:

I use ChatGPT to help me to write learning journeys. The journey is interactively linked and targeted to the purpose in the final chapter (e.g. improve sales).

2025-11-21 11:54:03 From Tricia Ransom to Everyone:

The 5 Whys are so powerful.

2025-11-21 11:54:07 From Betsy Spetich to Everyone:

Unfortunately, the requester doesn't always know what they want the learner to learn.

2025-11-21 11:54:19 From Tricia Ransom to Everyone:

Don't be afraid to ack like a toddler, ask "why" and say "no".

2025-11-21 11:55:22 From Elizabeth Waite to Everyone:

Go back to the old SWBAT - where there is an action that needs to be changed, or a way of thinking that needs to be adjusted, the problem that caused the request.

2025-11-21 11:56:05 From Michael Dalessandri to Everyone:

Performance Consulting.

2025-11-21 11:56:30 From Heather Ross to Everyone:

Infographics!

2025-11-21 11:57:51 From Heather Ross to Everyone:

I have to go. 😞 Thank you for another excellent conversation.

2025-11-21 11:58:08 From jean eckhoff to Everyone:

This is always awesome! Me, too. Have to go. Thank you Shannon - see you soon!

2025-11-21 11:58:15 From Victoria Nelson to Everyone:

I must transition to my next meeting. Appreciate the discussion, thank you! Happy Thanksgiving!

2025-11-21 11:58:20 From Shannon Tipton to Everyone:

<https://us02web.zoom.us/meeting/register/HXyFAqL3T-mGzsLAOfwV5A>

2025-11-21 11:58:28 From Tricia Ransom to Everyone:

NO! It's not over till we say it's over!!

2025-11-21 11:59:17 From Maureen Flanagan to Everyone:
I have used that gift list in the past and it is fantastic!

2025-11-21 11:59:26 From Jason Dreyer to Everyone:

<https://open.spotify.com/playlist/5eb5qC1oMgI7tv5uLnUuCU?si=VOqmiPNeRfCXIFGQvziVKA>

2025-11-21 11:59:34 From Connie Halvorsen to Everyone:
Cranberry sauce!

2025-11-21 11:59:35 From Jessica Koleno to Everyone:
stuffing or corn casserole

2025-11-21 11:59:38 From Tricia Ransom to Everyone:
Dressing/stuffing

2025-11-21 11:59:41 From Cathleen Cuciniello to Everyone:
Stuffing!!

2025-11-21 11:59:42 From Stella Lindeke to Everyone:
Thank you so much for this interesting session!

2025-11-21 11:59:42 From Michael Dalessandri to Everyone:
Thank you Shannon and everyone! Great as always!

2025-11-21 11:59:42 From Betsy Spetich to Everyone:
cranberry chutney

2025-11-21 11:59:45 From Tricia Ransom to Everyone:
green bean casserole

2025-11-21 11:59:47 From Michael Dalessandri to Everyone:
Mash potatoes!

2025-11-21 11:59:47 From Elizabeth Waite to Everyone:
Green bean casserole

2025-11-21 11:59:49 From Eileen Culhane to Everyone:
mashed potatoes

2025-11-21 11:59:52 From Brent Schlenker to Everyone:
Sweet potatoes with marshmallows

2025-11-21 11:59:56 From Nicole Duclos to Everyone:
Ginger cranberry salsa (with jalapeños)

2025-11-21 12:00:00 From Connie Halvorsen to Everyone:
Thank you Shannon! This was a great session as always!

2025-11-21 12:00:08 From Elizabeth Waite to Everyone:
Cream sauce and almonds

2025-11-21 12:00:18 From Maureen Flanagan to Everyone:
Green beans almondine

2025-11-21 12:00:43 From Michael Dalessandri to Everyone:
Pie. It's all about the pie!

2025-11-21 12:00:58 From Tricia Ransom to Everyone:
ROLLS

2025-11-21 12:01:07 From Elizabeth Waite to Everyone:
After the football game - pie!

2025-11-21 12:01:07 From Maureen Flanagan to Everyone:
At my Physical Therapy appointment this AM, they have a whiteboard up with brackets on side dishes.

2025-11-21 12:01:08 From Jessica Koleno to Everyone:
Leftovers!!!!!!!!!!

2025-11-21 12:01:43 From Caroline Hunter to Everyone:
+1 on marshmallow with sweet potatoes

2025-11-21 12:02:20 From Michael Dalessandri to Everyone:
My wife makes fresh cranberries made with Vodka.

2025-11-21 12:03:10 From Eileen Culhane to Everyone:
Thanks everyone.

2025-11-21 12:03:32 From Betsy Spetich to Everyone:
I'm in the south, so our sweet potato casserole has pecans on top.

2025-11-21 12:03:52 From Tricia Ransom to Everyone:
Brent?!?!

2025-11-21 12:04:23 From Betsy Spetich to Everyone:
Replying to "Brent?!?!":
Betsy

2025-11-21 12:04:42 From Tricia Ransom to Everyone:
Replying to "Brent?!?!":
Sorry, I see an old friend sitting there.

2025-11-21 12:05:16 From Betsy Spetich to Everyone:
Speaking of work, got to go. Love these sessions.

2025-11-21 12:05:33 From Caroline Hunter to Everyone:
TY!

2025-11-21 12:06:16 From Connie Halvorsen to Everyone:
Way to go, Jason! You are awesome!

2025-11-21 12:07:16 From Caroline Hunter to Everyone:
Happy Thanksgiving!

2025-11-21 12:09:38 From Caroline Hunter to Everyone:
Great discussion today!