

# FOUR REASONS TO LEAN ON LEARNING AS YOU MOVE BEYOND COVID-19

HELPING BUSINESSES CONTINUE TO LEARN,  
CONNECT, ADAPT, AND PERSEVERE



***schoo***X



# table of **CONTENTS**

3 ..... Introduction

4 ..... Lean on Learning to Improve Communication and Collaboration

6 ..... Lean on Learning to Keep Your Workforce Engaged

8 .... Lean on Learning to Demonstrate Support for Your Employees' Wellness

10 ..... Lean on Learning to Protect Business Data

12 ..... Resources



# INTRODUCTION

**A confident, competent workforce  
is more important than ever.**

Uncertain times call for unconventional action. As you navigate this unprecedented moment, Schoox is committed to helping you operate as efficiently and effectively as possible to ensure that your company can continue to learn, connect, adapt, and persevere through these difficult times.

This e-book includes four key reasons why online learning and development tools are critical to the success of your business both for the immediate crisis and beyond.



# 1

**LEAN ON LEARNING**  
To Improve  
Communication  
and Collaboration



## COMMUNICATE & COLLABORATE

**Find a way for your entire workforce to communicate instantly, at any level.**

Amid COVID-19, the importance of being able to easily communicate and collaborate with your workforce cannot be overstated. Whether your employees are remote or deemed “essential” and working onsite, being able to connect and communicate with them is critical.

It is important to use a learning management system (LMS) that enables you to communicate across your entire company, no matter the size or complexity, at any level. There are key features in an LMS that help improve communication and collaboration:

- **Broadcast feeds** encourage companywide collaboration and give employees access to targeted training, updates, and polls.
- **Direct messaging** enables managers and team members to communicate directly with one another in the system.
- **Announcements** let you directly target a communication to a single person, multiple people, entire business units, or the entire company.
- **Group collaboration** tools allow managers to collaborate with other managers, regions, and areas to communicate more broadly and hear directly from leaders on a regular basis.

# 2

**LEAN ON LEARNING**  
To Keep Your  
Workforce Engaged



## MOTIVATE & ENGAGE

**Boost morale and encourage friendly competition with gaming elements that are tied to performance.**

Mobilizing your workforce to be productive and in high spirits following the reopening of your business can be challenging. Finding a way to both communicate with and develop your team while keeping them engaged during this time will be key.

Online learning platforms include features that are focused specifically on building engagement and boosting morale to make the virtual world feel more connected. For example:

- **Polling** promotes the employees' voice in an online environment, which boosts engagement, builds community, and encourages ownership of learning, and the data gathered from polls promotes continuous improvement.
- **Badges** drive engagement and motivation by enabling automated recognition in a more social way, including peer-to-peer and manager-to-subordinate recognition.
- **Virtual Training** boosts participation and lets you interact with staff to make online training experiences more memorable. Employees can also share insights or ask questions in real time.
- **Leaderboards** increase engagement and encourage friendly competition so employees can gauge their progress against others in their workplace or region.

# 3

**LEAN ON LEARNING**  
To Demonstrate  
Support for Your  
Employees' Wellness






## SUPPORT & EMPATHIZE

**Demonstrating empathy during times of crisis can pay off in improved engagement and retention.**

Whether your company is in the restaurant, grocery, construction, real estate, or any other industry, the coronavirus pandemic can take a toll on the mental health and wellbeing of your workforce.

It is important to make efforts to support your employees' wellness during this time. A great way to demonstrate that is through learning. Offer courses that can help them navigate the challenges they face amid the crisis. Topics can include:

- **Navigating change.** Many employees are feeling a loss of the 'normal' and uncertainty about the 'new normal.' Equipping them with effective coping skills can be huge—for managers and staff alike.
- **Managing workplace stress.** Disruption to employees' lives and workflow can increase stress at work. Providing learning content on the topic can help mitigate or lower stress.
- **Persevering during setbacks.** There are still emotions of fear and concern about the pandemic. It is important for employees to focus on goals while maintaining a positive outlook.
- **Balancing work and life.** The freedom of working from home amid COVID-19 has enabled many people to design their lives in a way that works for them. This could translate into a major cultural change for companies and preparation will be key.



Employers that recognize the value of empathy in connection to mental health can significantly impact the well-being of their workforce while enjoying increased engagement and productivity.

Source: 2019 State of Workplace Empathy Study

# 4

**LEAN ON LEARNING**  
To Protect Your  
Business Data



## SAFEGUARD YOUR DATA

**Whether your employees are onsite or remote, protecting your company from cyberattacks is a priority right now.**

With remote work having increased due to the crisis, cyberattacks are at an all-time high. Because employees may be using unprotected devices as they work from home, the potential for risk exposure to cybercrime is heightened.

The fastest way to align your workforce on the risks of cyberattacks and how to avoid them is through consistent online training delivered companywide through an LMS. Online learning can keep staff current on cybersecurity best practices so they can:

- **Create strong passwords.** Large breaches are often from attackers using stolen credentials to access confidential business data. Adhering to password security best practices is a key defense against cybercrime.
- **Recognize phishing red flags.** Because attackers thrive on fear, scams are increasing amid the crisis. Knowing how to [recognize the signs of a scam](#) is critical.
- **Understand web safety requirements.** Developing and communicating consistent safety measures across your workforce is paramount to protect your sensitive data.
- **Implement security updates.** With the increase in remote work, it is important to deliver clear instruction to front-line workers and leadership on properly installing security updates.

**LOOKING FOR RESOURCES?  
VISIT OUR COVID-19  
RESOURCES PAGE  
WHERE YOU CAN FIND  
INFORMATION ON:**

- Mental health and wellbeing
- Change management
- Cybersecurity
- Workforce reskilling and retraining
- Crisis management

“ We received 23 free online courses made available by Schoox and found them to be extremely useful. The content covered is relevant to our current situation. Thank you again for offering your services to help us through these times. ”  
– Mona Khorassani, Learning & Development Coordinator, Secure Energy



## THROUGH IT ALL WE'RE HERE FOR YOU.

Re-opening and reskilling in the aftermath of COVID-19 is going to require more investment in on-demand training content and an LMS with more robust communication, collaboration, and learning capabilities.

Visit [schoox.com](https://www.schoox.com) and fill out a demo form to get a free consultation on the training content available from Schoox's Content Partner Network and how it can be leveraged in our LMS to help you prepare, adapt, and mobilize your workforce in less than 30 days.

