

# L&D MONSTERS

THE MOST FEARFUL FRIGHTS IN TRAINING

Some of the scariest monsters aren't found in haunted houses and graveyards. They live inside your training program! Here are some ideas on how to catalog the creatures that threaten your success and banish these L&D monsters for good!

## FRANKENWHINE

Frankenwhine is a monstrosity known to L&D professionals as the learner who's never satisfied. But just like Mary Shelley's brainchild, there's more to this mutant than meets the eye. A complaining learner may feel like the training is too easy or the LMS experience isn't compelling, aesthetically appealing, or rewarding. Appease the fiend by feeding it what it needs: a better learner experience and outlets to share feedback and insights within the LMS.



## THE CHECKBOX ZOMBIE

This zoned-out creature seeks compliance at all costs. Drained of all inspiration, curiosity, and excitement about learning, the Checkbox Zombie just wants a mark in the Completed column for required courses. Unfortunately, this kind of learning means the zombies walk away with information they probably won't retain. Bring these creatures back to life with learner engagement features like gamification, drip learning, and personalized content.

## THE CONTENT MUMMY

Is your training content downright ancient? If so, you face the terrifying Content Mummy, a bone-chilling sight to every L&D professional. You can scream but don't run! Instead, dust off those mummified courses and infuse them with fresh information. Learners don't see value or usefulness in training that's repurposed or old, so unwrap those bindings and give your content a makeover to drive employee engagement, retention, and experience.



## THE WHEREWOLF

The WHERewolf doesn't come out with the full moon. It takes form when learners struggle to find their courses and content within the LMS. Tame this angry beast by streamlining confusing, hard-to-navigate user experiences. Other tricks in SAP Litmos Training include customizing your learner's HTML Banner, embracing the content tagging functionality, and packaging up your learning content in Collections.

## THE CULTURE VAMPIRE

This ghoul can suck the energy out of any learning culture. More horrifying, they're often managers or executives who aren't on board with the training program and undermine its success by downplaying the value of learning to their teams and other leaders. Yikes! They must be stopped before all your noble efforts are thwarted. Become the Van Helsing of learning by winning them over with clear communications on what they care about like measurable outcomes and performance improvements.



## THE LIST GHOST

You've seen this apparition in upload lists and activity reports but is The Ghost really there? Sure, their managers swear they're living, breathing beings, but you can't get these learners to complete entire learning paths, provide feedback, or interact beyond floating around a course or two. Get these specters to materialize by trying new outreach methods such as text reminders or quizzes to reinforce material and promote the next course in the series.

## THE WICKED WITCH OF THE TEST

She instills fear in even the most experienced L&D professional. She'll swoop into your mind and trick you into ignoring proven methodologies and creating ineffective tests and quizzes. Once she casts her spell, you'll be crafting silly multiple choice responses that don't measure absorption or test and retention. Look away from The Wicked Witch of the Test and implement smart ways to ensure skills are learned and applied in the real work environment.



## THE JACK-O-LEARNIN'

You've heard of a Jack-of-all-trades. The Jack-o-learnin' is similar but scarier. These chiseled creatures have permanent smiles, high participation levels, and always provide positive feedback. But don't be fooled! They flicker around in different courses but don't focus long enough to develop proficiency. The highly capable Jack-o-learnin' craves direction and discipline. Target these learners by setting skills goals and tracking core competencies.