

Technology with a Pulse

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Welcome to the Silverchair Learning Systems Quarterly Newsletter.

Welcome to the latest edition of Silverchair Learning Systems' company newsletter.

At Silverchair Learning Systems, our sole focus is providing superior products and services to support the education and training of people employed in Senior Care organizations.

This quarter's newsletter focuses on creating fun ways to merge technology and people together, ultimately enhancing your employee training program.

Please let me know what you think.



Mike Mutka, President and COO
Silverchair Learning Systems

Technology with a Pulse

Pulitzer Prize recipient Arthur M. Schlesinger once said, "Science and technology revolutionize our lives, but memory, tradition and myth frame our response."

We live in a technology-savvy world. ATMs deliver cash on demand. Cars talk to their drivers and tell them where to go. Almost every teenager has given up verbal communication in exchange for text messaging, adapting the shortened language as their own. One out of every two homes in America has at least one computer.

When considering Mr. Schlesinger's quote it is easy to realize how quickly people can become lost in the fog of technology. Fighting the "technology fog" is one of the main challenges education staff in senior care face on a daily basis. When using technology in your organization—whether you're using EHRs, attendance software, or online learning—how can you keep employees interested and fight the "fog"?

The solution goes back to Schlesinger's quote: Use technology to revolutionize training, but call on memory (and even tradition) to elicit interest and a response! Through the years Silverchair has heard hundreds of stories from clients outlining the different ways they take our system and use it to make learning interesting and fun.

Some of these methods include:

Use the Authoring Tool to personalize courses. Think about the last course you took through Silverchair; Back Injury Prevention, for example. There is no doubt that you walked away feeling like you learned something new; but what if you took that course again and saw a picture of one of your peers or even yourself demonstrating how to lift properly? How much more engaged would you be in the material?

One of our North Carolina clients added pictures of her staff in costumes to the

Silverchair Learning courses. She said that she was having a hard time getting them to log on and take their mandatories; she wanted to use positive reinforcement to increase participation instead of using disciplinary action. Using the basic (non-CE) version of the Slips, Trips and Falls course as her foundation, the client asked her assistant to follow her around with a digital camera to take pictures of her reenacting the “What NOT to do actions” that can lead to unnecessary injuries. The pictures were then uploaded to the course, a few extra pages were added, and the assignment was sent out to the entire staff. By 1:00 pm the following day, compliance for the course went from 8% to 99%. The only reason she was not at 100% is because she forgot to take the course herself! From that day forward, she has used this tactic whenever possible to generate buzz among the staff. The method has become so popular staff regularly ask if they can be in the next course assigned.

Use the Electives feature to keep learning fresh and interesting. The Electives feature allows clients to assign courses as “optional” for employees. This feature gives employees the flexibility to learn beyond the scope of annual mandatory training; if an employee is interesting in a particular subject, managers can assign optional coursework in that subject. Electives can also be used to help with career laddering, professional development, and open up more opportunities for licensed staff. One of our clients in the Midwest has been

using Electives to build a career laddering program for CNAs; in addition to their mandatory training, employees who qualify can take elective courses in order to move up in their careers.

Most importantly, keep learning FUN! Throughout the years at Silverchair we’ve heard hundreds of stories about how clients make learning fun with Silverchair. Clients have held contests for the best-decorated Silverchair learning station; set up internet cafes so employees can have a cup of coffee and log onto Silverchair; and set up recognition boards throughout their facility to congratulate departments and employees who do a great job completing their training. Getting the Silverchair system is just the beginning; clients who make the system (and learning) fun are the clients that see great gains and high compliance rates!

Technology isn’t going anywhere; it’s a crucial part of our everyday lives. People are all around you and the heart of senior care is in its employees who provide day to day care for residents and patients. Why not try to merge technology and people together in a fun way? Use Schlesinger’s quote to drive your learning: use technology to make it easy, and a personal touch to make it memorable.

We love hearing client stories about their Silverchair success! Let us know what creative efforts you’ve tried (or will try) to make learning fun and successful.



About Silverchair Learning Systems

Silverchair Learning Systems is the leading eLearning provider in Senior Care. Training more than 350,000 caregivers in 5,600 facilities nationwide, Silverchair is known for its extremely easy to use software and its excellent client service.

Silverchair makes online training successful by:

- Making it easy to get started
- Making it easy to use
- Making it easy to track
- Making it educationally effective
- Making it fun for the employees

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