SKILLS

DEVELOPMENT

- New Hire Convocations
- Learning Science
- Learning Technologies
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- Pan Africa TNA Report – May'17

Learning Science : Facts about Long Term Memory Retention

SELF DIRECTED LEARNING : How to promote SDL in an Organization

LEARNING TECHNOLOGIES : **Tips** to shoot High Quality Training Videos with Smartphone

Are Your Training Programs Introvert-Friendly?

SPECIAL 13th Edition : ISON Skills Development Newsletter Completes 1 Year!!!

SKILLS DEVELOPMENT NEWSLETTER

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Facts About Learning Science...

Multitasking and Learning

According to a 2009 study that was conducted in Paris, the participants' **brains actually worked at half capacity when they were asked to multitask.** When multitasking, it typically takes the brain twice as long to complete an assignment or task, and your error rate goes up by about 50%.

br🧠in rules

Spaced Learning for Long Term Retention

Learning that is spread out over time drastically increases knowledge retention.

Recalling a Memory

The simple act of recalling a memory can actually change the memory, for example recalling something from your past – say a specific birthday present you bought for somebody years ago, that simple act of recalling that particular present weakens other related memories.

Our brain prefers images over text. Participants in studies only remember about 10% of information presented orally when they are tested 72 hours after instruction. However, that number jumps by about 65% when an image is added to the learning process.

Long-Form Training Is Outdated, Gamification Is In

There is a growing interest in the gamification of training, especially to engage Millennial members of the workforce. **Retail giant Walmart, for example, hopes to prevent warehouse accidents through the use of a mobile app.** The game, used by 80,000 of the retailer's warehouse and logistics workers, features three-minute presentations on the proper way to do routine tasks workers face on a daily basis. Employees watch the presentation and are then tested to see if they remember the material. During the initial six-month test of the app with 5,000 employees, the number of injuries deemed reportable was nearly cut in half. Results like these highlight the changing attitudes workers have regarding training. Rather than sit through classroom lectures, employers are realizing that video-centric, on-demand learning modules are far more effective in communicating values and skills.

"People are not patient for long-form content," says Josh Bersin, who advises companies on training strategies for consulting firm Deloitte. "They want to skip to the part they need."

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How to Shoot High-Quality Training Videos With a Smartphone

For Skills Development professionals, filming poor-quality shots is one of the biggest wastes of time. Your footage might be underexposed, have too much headroom, or just not work well with the other shots. While you can fix a lot of mistakes with your editing software, correcting video is time-consuming. Instead, you're better off getting your video right in the first place. If you are using a smartphone there are some techniques that can help you minimize these limitations.

Hold the Phone Correctly

FIGURE 1 - A LANDSCAPE SHOT

Make sure you hold your phone so your video is captured at an aspect ratio of 16:9. Aspect ratio refers to the dimensions of the vertical and horizontal sides of the frame. In practice, it is most commonly used to tell you whether your video is widescreen or not. 16:9 is widescreen and 4:3 is traditional video. Check your phone to be sure you are holding it correctly. When you look at the aspect ratio, you want the longer side to be horizontal. In photography terms, you are aiming for the picture to be shot in landscape(see Figure 1).

If the horizontal line is not longer, such as with portrait shots (see Figure 2), you will have sidebars on the final video, which is distracting.

The only exception to this is when you are shooting video for social media sites that require the video to be in portrait. However, most learning management systems and video sites like YouTube and Vimeo will require a 16:9 aspect ratio.

FIGURE 2. A PORTRAIT SHOT

Stabilize the Device

Just as you need to stabilize a standard camera, you also need to stabilize a phone or tablet when you shoot video. If you don't have a stand for your phone, hold the device with both hands to reduce the wobble.

Use an External Microphone

Phone microphones have improved in quality but an external microphone will still make your video sound more professional. If you are unable to access an external microphone, physically move your device closer to the person so she is nearer the microphone.

Don't Use the Zoom Function

Most smartphone cameras do not have optical zoom lenses; they use digital zoom. Digital zoom leads to a more pixelated image with less detail. To get clear close-ups, ditch the digital zoom and then physically move your camera close to the person or object.

Skills Development Team - Rwanda

"Hi all, Excited to be a part of the Skills Development Team and very happy to introduce my self on this platform.
I am a self-motivated and hard working professional. I have a background in Computer Engineering. However, I have a real heart for people. I love interacting with my trainees and helping them improve their performance. It's a good feeling to assist young professionals in developing new skills. Feel free to connect with me on my email id, phone or Social Media.

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- Email: musabyimana.yves@isonbpo.com
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- Twitter: JYMUS
- Instagram: Jeanyvz-jymus
- Skype: Jeanyvz

Skills Developer
Jean Yves Musabyimana

Quality Team-Uganda

Hi, I'd like to talk about the **Call Resolution Delivery Model (CRDM)** today. It's a simple concept, I often connect with the Uganda Skills Development to work on Performance Improvement Gaps in CCRs or BQs using this model. According to this model there are basically four moments of truth that a customer wants a CSR to demonstrate on every call :

1. **Understanding the customer** – *learn how to understand the real reasons why the customer called*
2. **Helping the customer** – *learn how to express a willingness to help the customer*
3. **Caring about the customer** – *Make that extra effort to show that you really care.*

Quality Head - Uganda
Dauda Mugerwa

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4. **Resolving the customer** – *learn how to resolve the customer's call or manage their expectations.*

By understanding the moments of truth, a CSR is in a better position to improve their call resolution and deliver world class customer experience. **Feel free to connect with me and share your thoughts.**
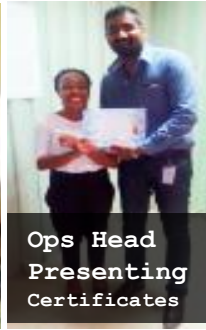
NEW HIRE INDUCTION & EVENTS

NEW HIRE CONVOCATION BATCH –Ibadan, Nigeria

Nigeria Celebrates Convocation Ceremony

NHIP BATCH 124

Ops Head Presenting Certificates

HR Team addressing the group
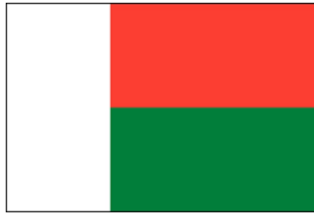
NHIP Batch 123 Presents a Gift

100% Certification Score

NHIP BATCH 123

NEW HIRE CONVOCATION NHIP BATCH 13 - Madagascar

Certificate Distribution

Antananarivo, Madagascar

100% Certification Score

NEW HIRE CONVOCATION NHIP BATCH 37 - Niger

Niamey, Niger

Skills Developer Presenting

SKILLS DEVELOPMENT NEWS LETTER

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Self Directed Learning

How to Support Self-Directed Learning in a Learning Organization

Employees must constantly learn, improve, and adapt to economic, societal, and technological changes in order to not become obsolete—mostly because the workplace continually changes work practices in an effort to be more productive or competitive. This learning can be formal, non-formal, or informal

What Exactly Is SDL?

SDL includes knowing what you need to learn, how to learn it, and being able to judge if you've learned it. It assumes that learners have a role in selecting those learning tasks that fit their learning needs. The concept of SDL originated in adult education and workplace learning, and plays an important role in on-demand learning where learners select learning tasks and shape their own learning trajectories.

Practices and Examples on How L&D Can Support a Learning Organization

Building and communicating a shared vision to employees at all levels

•Clearly communicate organizational goals and needs.
•Make procedures and expectations that are associated with the goals of the learning organization transparent by clearly communicating and providing access to these rules, norms, and expectations.
•Design processes/strategies that help managers and employees to:
✓ align learning goals to organizational needs
✓ relate organizational needs to work-related tasks
✓ analyze projects and/or tasks within those needs
✓ identify learning opportunities within them.

Empowering employees through participatory work processes

•Provide employees with information, rewards, job-related knowledge, and authority to go about doing their work.

•Use a participative leadership style and delegate responsibility to employees.

•Enable employees to take self-directed actions and create an environment for ownership, supporting members in being responsible for their own performance, transferring ownership for work to relevant employees, and coaching the development of individual capability and competence

Skills Development professionals in the workplace have a critical role to play in order to support employees in applying effective SDL strategies. SDL is a tough nut to crack, but it has to be done—even if only through baby steps!

Fostering collaboration, interaction, and team work

•Design work tasks that foster collaboration, teamwork, and shared responsibility.

•Create a climate of mutual respect, collaboration, and support so that individuals are willing to share with others.

•Encourage employees to network and communicate with their colleagues in order to exchange ideas and perspectives, gather relevant data and information, and expand their skills and expertise.

Encouraging and providing opportunities for continuous learning

•Support a culture that accepts errors and mistakes allowing employees to take risks.

•Provide resources that help managers and employees create durable and flexible access to important information

•Encourage experimentation, recognizing and praising learners, rewarding learning, spreading the word about new learnings, and applying new learnings in different places throughout the organization.

Use relevant technologies

•Build a technological infrastructure and platforms on which employees can engage in SDL.

•Provide training on the use of digital tools and strive to obtain feedback from members for the purpose of improving access and ease of use of these tools.

•Use what's out there, such as MOOCs, online platforms (e.g., Moodle, Google Docs, Wikispaces), content curation tools, and so forth.

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Are Your Training Programs Introvert-Friendly?

Have you ever been in a training session where the instructor seemed to be on steroids? Where the bright lights, breakneck pace of activities, or overuse of group interaction got to be too much? Unfortunately, when this happens, there is little time to process information and reflect on what is being absorbed. And most importantly, trainers are not reaching the introverts in the room, who make up at least half of audiences.

The good news is that training programs can be designed and delivered so that the sensibilities of introverts are honored. Consider these three strategies when creating your next Training :

Prepare Pre-Course Materials

✓ Provide materials to participants before the class for people to review. These can be pre-reading, quizzes, and questions to consider. Introverts will appreciate having the time to carefully think about the content prior to the start day. They can also prepare questions to ask in class.

✓ You can cover topics with more depth (another introvert preference) because some of the "basics" have already been addressed.

Design the Flow

✓ Design the flow of the class with enough breaks so that people can stretch physically and mentally. Also tune in when the energy is waning, so that you can call spontaneous breaks and slow down. Introverts will appreciate the chance to disengage from people and recharge.

Connect With People

✓ Make sure you arrive early to the live or online classroom so that you can greet people one-on-one. This will help you develop needed rapport with quieter class members. Incorporate opportunities for humor by using relevant videos, cartoons, and stories to loosen up the atmosphere.

✓ For example, You could share a personal experience. The point could relate to the program about introverts and extroverts getting along. Including a relatable situation, helps you connect with people early in the session. Creating a comfortable atmosphere will help engage both introverts and extroverts.

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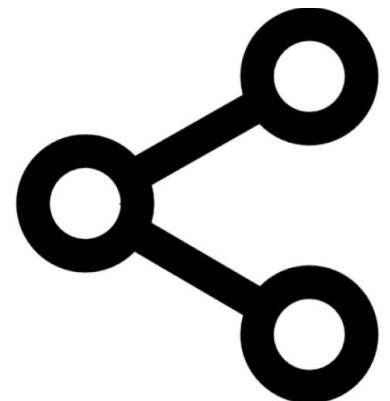
TRAINING NEEDS INDICATORS :

NIGERIA - A
TRAININGS PLANNED IN MAY'17 :
1. Postpaid line Issue Identification & Resolution
2. Bottom Quartile Refreshers
3. Role Model CSR –Soft skills Training
4. Nuvu Application Training
5. Long Leave Returns – Products, Services & Systems

Over all Gap Identified in April'17:
1. *Verbiage Not Adhered or Lacked Clarity*
2. *Instances of Dull Voice & Low Energy*
3. *Grammatical Errors*
4. *Interrupting the Customer*
5. *Partial Probing*
6. *Knowledge Gaps in the recent product Update*
7. *Incorrect Tagging*

TANZANIA - A
TRAININGS PLANNED IN APRIL'17 :
1. Communication Skills – Connect Well with Customers and Active Listening and Handling Different Customers
2. Call Courtesy – Voice Modulation and Politeness
3. Single View Application Tagging Accuracy
4. New Product – Timiza Vikoba

Over all Gap Identified in March'17:
1. *Incorrect Hold Procedure*
2. *Partial Probing*
3. *Did not correct Customer's misunderstanding*
4. *Alternatives not offered*
5. *Delayed Greeting*
6. *Low Energy and Dull Voice*
7. *Incorrect Tagging*
8. *Incorrect Fillers and Verbal nods*
9. *Poor Dead Air Management*
10. *Low knowledge on Jipimie Yatosha*

✓ **Training Calendar and Topics Chosen are based on the Training Need Indicators Identified through Quality Audits, Dip Checks, Mystery Calling and PKT, Customer Complaints/Feedback from each location**

O B S E R V A T I O N S

✓ **Training coverage of the identified gaps has been low due to various operational constraints. A more strict tracking is required to ensure all the planned refreshers are conducted in the scheduled month.**
✓ **Similar Training Need Indicators are appearing month after month. Indicating requirement of a stronger training intervention focused on specific areas.**
✓ **Training Leads to pick up LSS Improvement Project on top 20% Errors Identified in the last 3 Month's TNI**

KENYA - A
TRAININGS PLANNED IN MAY'17 :
1. Adherence to Verbiage
2. Products & Services – Tubonge and M-Akiba

Over all Gap Identified in April'17:
1. *Verbiage not adhered*
2. *Security Checks not done*
3. *Delayed Greeting*
4. *Dull Voice*
5. *Switches between English & Swahili incorrect*
6. *Assumptive and Mechanical responses*
7. *Did not Trigger Request in the system*
8. *Incorrect Tagging*

UGANDA - A
TRAININGS PLANNED IN MAY'17
1. Handling Customers with KYC Queries
2. Mobile Banking and Mobile Money
3. Communication Skills – Conversation Styles
4. Politeness and Courtesy
5. Issue Resolution – Completeness and Accuracy

Over all Gaps identified in April'17:
1. *Lack of Adherence to Verbiage*
2. *Partial Security Checks*
3. *Lack of Empathy*
4. *Dull Voice*
5. *Fast Rate of Speech*
6. *Interrupts Customer*
7. *Low knowledge on MobileBanking TAT, Tagging Accuracy*
8. *Incorrect Tagging*

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TRAINING NEED INDICATORS :

BURKINA FASO - O
TRAININGS PLANNED IN MAY'17 :
1. Enthusiasm on calls
2. Empathy
3. Social Media
4. Actes Shops
5. B2B

Over all Gaps identified in APR'17 :
- No Smile in the Voice & Lack of modulation
- Call Hold Process not followed
- Lack of Empathy
- Partial Probing
- Social Media

RWANDA - A
TRAININGS PLANNED IN MAY'17 :
Products and Services Trainings on the following :
1. AHT Management
2. Standard Verbiage
3. Internet Packs
4. Mobile Money

Over all Gap Identified in APR'17 :
1. Unnecessary Hold and Probing
2. Partial Security Check
3. Incomplete information shared on processes
4. Indifferent and unconcerned tone
5. Incorrect Tagging
6. Low knowledge on Internet Bundles, Combo Packs
7. Reconfirms information already provided

SIERRA LEONE - A
TRAININGS PLANNED IN APR'17 :
1. Products and Services
2. Probing Skills
3. Security Checks

Over all Gap Identified in March'17 :
1. Dull Voice
2. Lack of speech clarity, Stammering & Fumbling
3. Partial Security Checks
4. Partial Probing
5. Incorrect Tagging

NIGER - A
TRAININGS PLANNED IN MAY'17 :
1. Enthusiasm
2. Empathy
3. Effective Probing

Over all Gaps identified in APR'17 :
- Lack of Adherence to Standard Verbiage
- Security checks not done
- Lack of Empathy
- Indifferent Tone
- Incorrect Grammar
- Dead Air
- Incorrect Probing
- Inaccurate info
- Incorrect Tagging – Wrong Sub Type Selection

RWANDA - T
TRAININGS PLANNED IN MAY '17 :
1. Systems Utilization
2. Call Script
3. Personalization
4. Tira T
5. Probing Techniques

Over all Gap Identified in APR'17
- Incorrect Hold Procedure
- Personalization
- Improper Tone and Modulation
- Lack of clarity in explanations
- Incorrect Assumptions while probing
- Incorrect Tagging
- Knowledge Gap related to Processes and Mobile Money

RWANDA - M
TRAININGS PLANNED IN MAY'17 :
1. Tagging
2. Call Protocol

Over all Gap Identified in March'17 :
1. Inappropriate Greeting
2. Did not acknowledge Customer's name
3. Did not probe
4. Lack of Empathy
5. Did not correct customer's misunderstanding

MADAGASCAR - A
TRAININGS PLANNED IN APR'17 :
1. My Plan
2. Effective Probing
3. Antoka
4. Mobile Money Application

Over all Gaps identified in APR17 :
- Verbiage Not Adhered
- Security Checks Not Followed
- Did not apologize when required
- Makes the customer repeat
- Low Product Knowledge on – My Plan
- Incorrect Probing
- Incorrect Tagging
- Incomplete Notes

TCHAD - A
TRAININGS PLANNED IN MAY17 :
1. Standard Verbiage
2. Courtesy & Enthusiasm
3. CPT

Over all Gaps identified in APR'17 :
- Call Closing not being done
- Security checks not being conducted
- Lack of Pleasantries and Politeness
- Indifferent tone or Dull Tone
- Rate of Speech and Pause management
- Lack of speech clarity
- Making the customers repeat
- Request not triggered

TANZANIA - H
TRAININGS PLANNED IN MAY'17 :
1. Politeness and Courtesy
2. Communication Skills
3. Enthusiasm
4. Standard Verbiage

Over all Gap Identified in APR'17 :
- Incorrect Verbal nods
- Dull Voice
- Closing Statements being missed
- Lack of Courtesy
- Partial Security Checks
- Incorrect Tagging
- Incorrect info shared
- Low knowledge on Country Codes

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INTIATIVES & IMPROVEMENT PROJECTS

REPEAT REDUCTION IMPROVEMENT PROJECT - RWANDA

Monthly Wise Trend

29% (January), 34% (February), 25% (March), 22% (April)
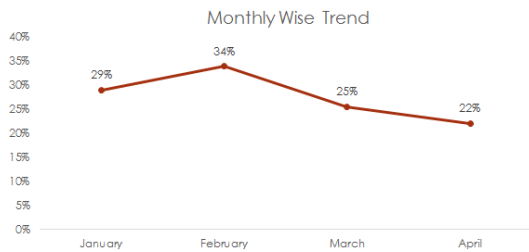
Initiative on reducing Repeat Calls and improving FCR. Our Target is reduce repeated call percentage from 34% for the month of Feb to 20% by the end of May'17

What We did

- Track of High Repeat contributor on daily basis
- Live Call listening Session of the High Repeat Contributors and removal of non- value adds
- Updated of Probing Questions and Possible solution to reduce non-FCR Calls
- Call back customer who contribute to High Repeat Everyday and Resolve their Issue
- Process change on Transaction Reversal where repeat cases with amount below 5000 to be approved from call center
- Automatic roll back for electricity transactional failed upgraded from customer side where customer receive notification failure and receive their money within 5 Mins.
- Short Code for customer who didn't not receive token or delete their token before recharge

NPS IMPROVEMENT PROJECT - KENYA

- Ensuring the associates provide proper resolution to all customer issues.
- Monitoring products that are not working to the business expectation.
- Ensuring associates give excellent experience to our customers.

DATA CLUB IN UGANDA

Brain storming Session to enrich Trouble Shooting Skills

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PEOPLE DEVELOPMENT WORKSHOPS

Training for Shops Agents in Burkina Faso

Gerard Konombo
Burkina Faso - Skills
Developer

Service Plus – Phase III Workshop in Dehradun, India

Vikrant Kumar
Skills Development Head
Dehradun, India

Abhinav Dimri
Skills Development AM
Dehradun, India

Work shop aimed to bring concept of CUSTOMER CONNECT on all calls by reinforcing SMART interaction audit methodology.

Workshop on Leadership Skills in Ilorin, Nigeria

A total of 39 Agents and 21 Support staff were in attendance during the 3-day session

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INFOGRAPHICS

Why Good Communication is Great for Business?

The ability to communicate well is vital for professionals and companies alike. Here are some statistics and quotes worth knowing about communication in the work place

### 1. MOST SOUGHT AFTER SOFT SKILLS

Ability to communicate
Critical Thinking

Organization
Capacity for Teamwork
Punctuality
Social Savvy
Creativity
Adaptability

85% of Job success comes from having well-developed soft skills and people skills

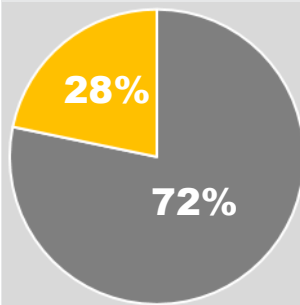**15%** of job success comes from technical skills and knowledge

85%
15%

70% say presentation skills are critical for career success
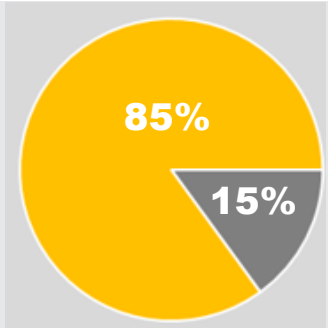
YET
72% of training is spent on hard skills

And only **28%** is spent on soft skills

28%
72%

🧠 **CRITICAL THINKING** is the #1 skill that senior HR professionals will look for in the next 5 years

MISSCOMUNICATION

costs businesses **$37 billion** or **$36000** per employee n the US and UK every year

5 times more in demand employees choose to stay with organizations that learn effective communication

Compared to hard skills for workplace success, managers consider soft skills **2 times** more important

$ 6 million a year (11 work days per employee(was saved when 3000 staff were trained to write better emails

$350 million a year was saved when employees write in plain language

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Thank You !

Hope you enjoyed the read.

Please share your feedback & suggestions on the Skills Development Newsletter.

Tell us what you'd like to read or learn about in the next issue at saad.Husain@isonbpo.com

Happy Learning !

By Saad Husain

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