

Corporate Training in the Midst of the Coronavirus Pandemic



Conduent Learning can help

While we hope that the effect of Covid-19 may be less than some current predictions, to help our clients with prudent actions to enable business continuant, Conduent has the ability to help our clients navigate the challenges they may face to their learning activities:

1. Existing licenses for the major virtual delivery platforms (e.g. Zoom, Webex, On24) that we can bring to our clients to use quickly for virtual delivery of classes.
2. Virtual Producer knowledge and capacity to enable the effective use of those platforms (and several others) for small and large scale classes
3. Ability to guide our clients with reasonably rapid conversion of classroom courses to virtual classroom

Find out more.

For additional information, please contact us:

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On February 26th, most US universities called home their faculty and students from Italy. In contrast, Inside Higher Ed on February 25th reported, “compelled to close their campuses to limit the spread of coronavirus, U.S. universities with Chinese branches moved at lightning speed to take teaching online.”

The transition from face-to-face to fully online wasn’t a decision that leaders at institutions such as Duke Kunshan University and New York University Shanghai had anticipated. Preparing to teach a course online for the first time usually takes several months. Faculty at institutions in China have done it in less than three weeks – a remarkable feat.

“It was a lot of overtime for three weeks, but time well spent,” said Xiaojing Zu, library director at NYU Shanghai in an email. “We already had a collection of ed-tech platforms and tools...It was a matter of introducing these tools and methods to more than one hundred faculty in a short time.” Faculty had to learn how to teach using two video-sharing platforms, Zoom and VoiceThread – both enable faculty members to teach synchronously or asynchronously.

What does this mean for corporate training?

There are two related but different possible impacts in the corporate training world – the first is immediate – the training of employees in industries that are most likely to come in contact with the virus today. For example, USA Today reported, “as the coronavirus spread rapidly from China through Asia into Europe, the Middle East and North America, the Service Employees International Union, which represents more than 10,000 workers at Newark, Kennedy and La Guardia airports says its members have not been properly trained and outfitted to reduce the risk of transmission.” These workforce employees need training now.

The second, are corporations ready to move their classroom training online? This would not only limit the possible spread of the virus in the classroom but it would also limit the exposure employees could encounter because of travel. But again, are US learning and development organizations ready to move all training online? Do they have the platforms and tools? Are instructors trained to use teach virtually?

While the first impacts have been seen in the Higher Ed space, we believe we may soon see companies start to cancel or defer classroom training, particularly large conferences, but even smaller classroom sessions.