



EBOOKS

Top 10 Peer-to-peer training best practices

Peer-to-peer training

Peer-to-peer training, social learning, or group training is an approach to learning that emphasizes team development. Peer-to-peer training is one of the most powerful and untapped resources a team has for knowledge sharing. By promoting autonomous and peer-to-peer training, you're able to build a stronger team that can rapidly grow with your business.

Brandon Hall Group "found that companies who say their learning is having a positive impact on knowledge transfer are more likely to be engaging in peer-to-peer training than those who are not seeing such a positive impact. Among those having a positive impact, 40% use peer to peer learning very often or always."

This short guide provides ten methods you can use today to implement peer-to-peer learning with your team.

The benefits?

By fostering peer-to-peer training practices with your team, you'll be able to measure positive results such as:

- Dramatically decrease training time by delivering knowledge that your team can share and apply immediately.
- Gather and combine information the team already shares with information needed to excel in their roles
- Increases training accessibility by empowering your team to leverage peer-to-peer training on their own schedules.

ONE

Gather.

It's important to know your learner audience so you can ensure your team gets the most benefit from their training. Group learners together based on training needs, experience, and topic – these are called learner personas. A learner persona is a representation of a learner group, distilled down into a profile that you can easily refer back to when creating your training strategy.

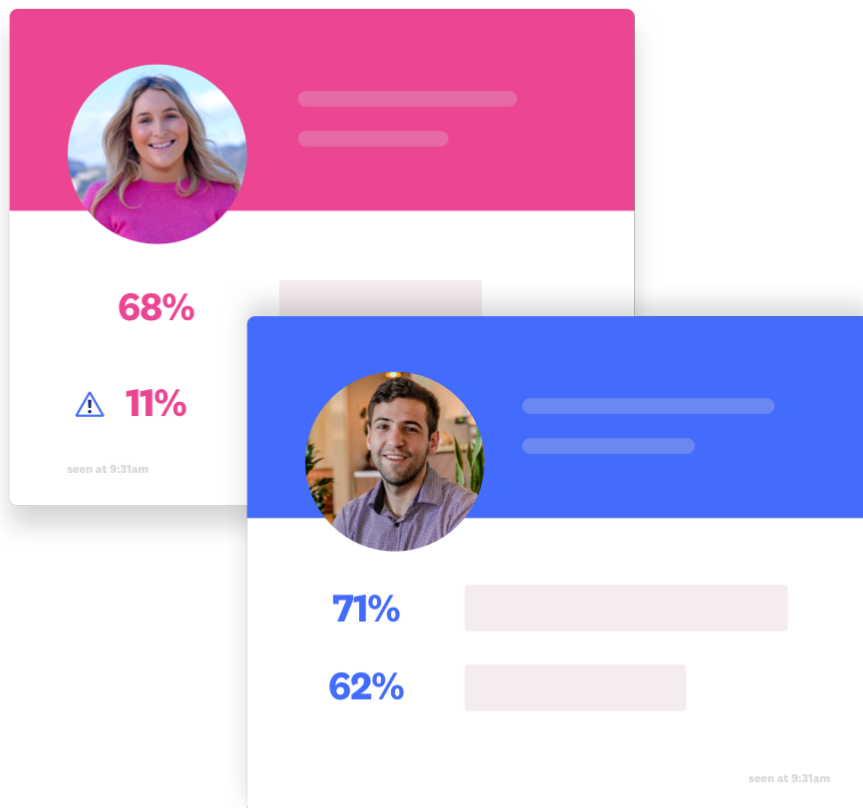
This helps build common training interests and fosters a stronger team dynamic. The reason social learning needs to begin with learners being grouped is so that you can prevent friction and increase efficiency. Think about the knowledge you want to share and who needs to know it. We've made a handy template you can use to build learner personas that makes it easier to group learners together. Check it out in the link below!

[Learner Persona Template](#)



TWO

Inquire.



Every time you're planning new training for your team, create a poll for everyone to access. This allows you to pinpoint knowledge gaps and examine interest on specific topics. You also learn more about your team's learning styles, enabling you to create more tailored training content.

☒ *Pro tip: leverage the tools you already have to create a poll—Slack, Google, and Skype all offer great, already built-in poll features you can use!*

THREE

Challenge.

Incorporate challenges into your teams peer-to-peer training. If you share a course with your team, challenge them to share it with one of their teammates. Set challenges for being active or completing a certain set of training exercises each week.

You can also schedule weekly discussions and challenge everyone to share a piece of knowledge with the team. These discussions can be educational for your and your team by offering topics to center them around. This provides a social learning exercise that encourages everyone to participate. That way you're guaranteeing your team to gather knowledge and apply it to a topic related to their role.



Onboarding

Before you head into the
have a click through the



Share

FOUR

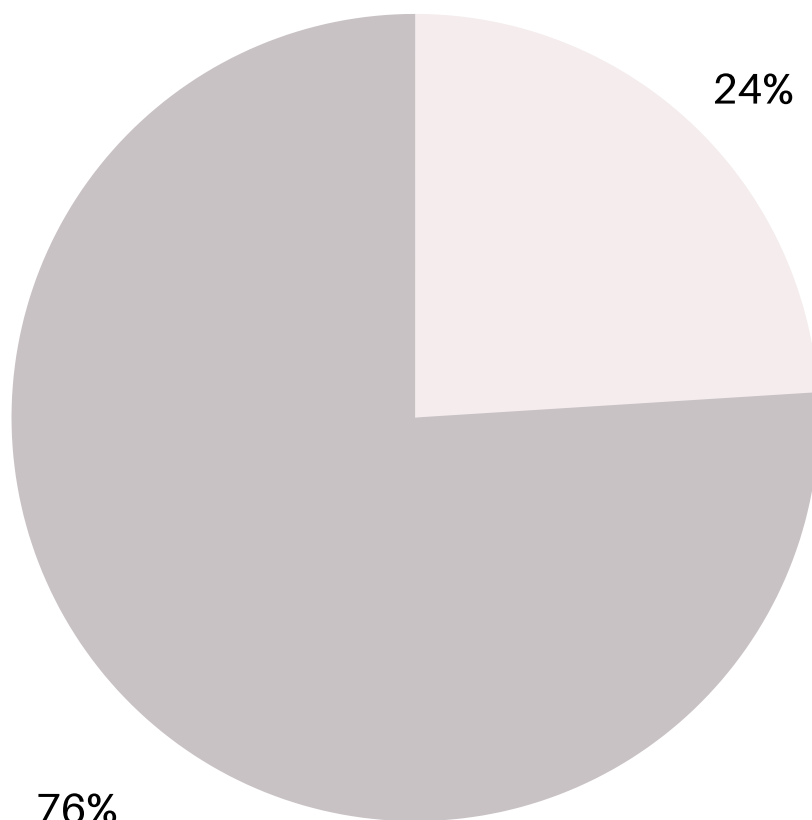
Connect.

Consider social platforms and communication platforms when building a peer-to-peer training process. By implementing these spaces, you're able to meet learners in a space they interact with daily, rather than taking them to a separate space for training.

Social media platforms also offer a lot of features you can incorporate into your peer-to-peer training such as:

- Polling and quiz features to learn about your team's interests.
- Live video rooms for your team to communicate with.
- Content sharing and engagement tools to quickly share microlearning.

Brandon Hall Group found that 24% of positive peer-to-peer training uses social/collaborative tools very often or always.



FIVE

Lead.



Appoint a team lead to ensure everyone stays on track. This can be a trainer, admin, or senior team member. The point is to make sure someone guides the group in case people start getting distracted from the training. It's also important they're training along with the group so everyone feels equal.

You can also fulfill this role by checking in with the team on a regular basis. That way you can measure progress among the team as well as be active in their peer-to-peer training.

SIX

Celebrate.

Enable and encourage recognition and validation for successful training.

Providing custom certificates for training accomplishments incentivizes social learners to do well. Making sure this is accessible to all of your peer-to-peer training groups ensures recognition is important and validates the process for your team.

You can also gamify the experience by assigning points to each peer-to-peer training activity. If teammates complete a certain amount of courses and reach a point total, they can turn them in for a fun prize. This builds engagement and improves the training experience for your team.



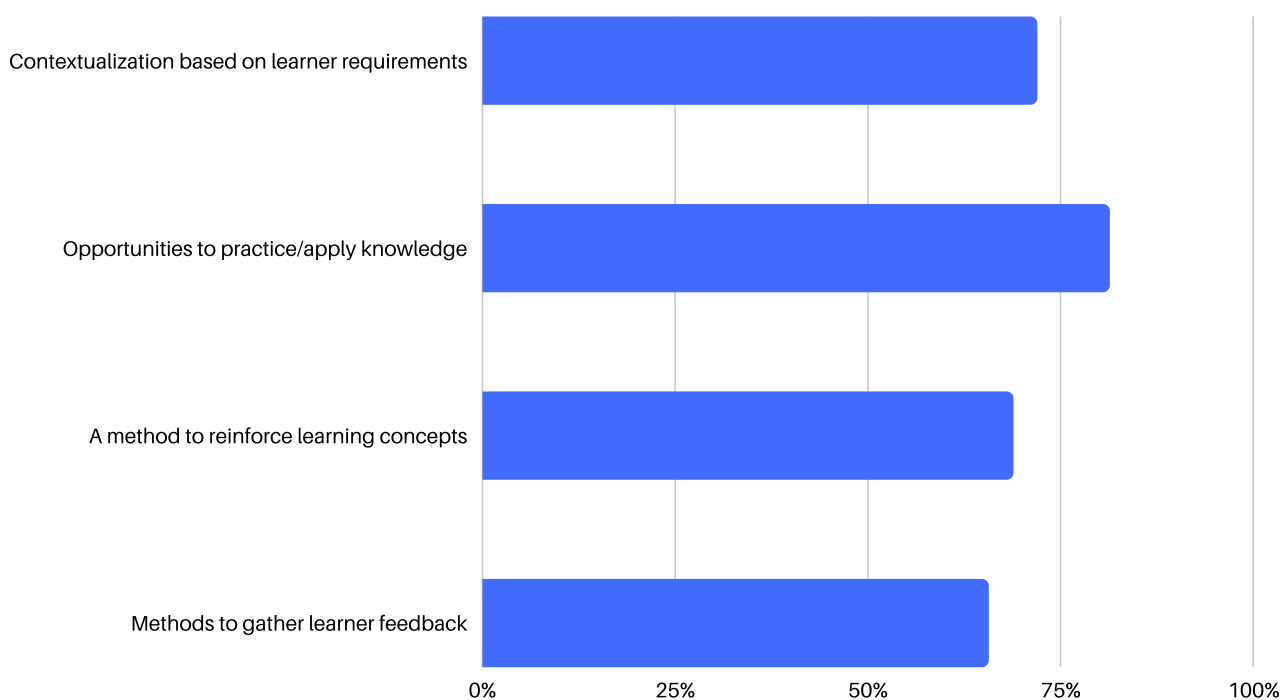
SEVEN

Be in-the-flow.

According to Brandon Hall Group, 70% of organisations consider contextual relevance when designing their training.

Ensure at least 50% of all training is done in-the-flow of work. This ensures higher knowledge retention by directly applying knowledge they learned to their work. Being able to map contextual relevance to peer-to-peer training delivery can ensure maximum knowledge retention.

Just-in-time training is a great method to understand how contextual relevance connects to knowledge retention. Data entry points, promotions, new projects and customer communications are great areas to look at for delivering JIT training. You can appoint a team lead to deliver it via social learning as well!



EIGHT

Communicate.

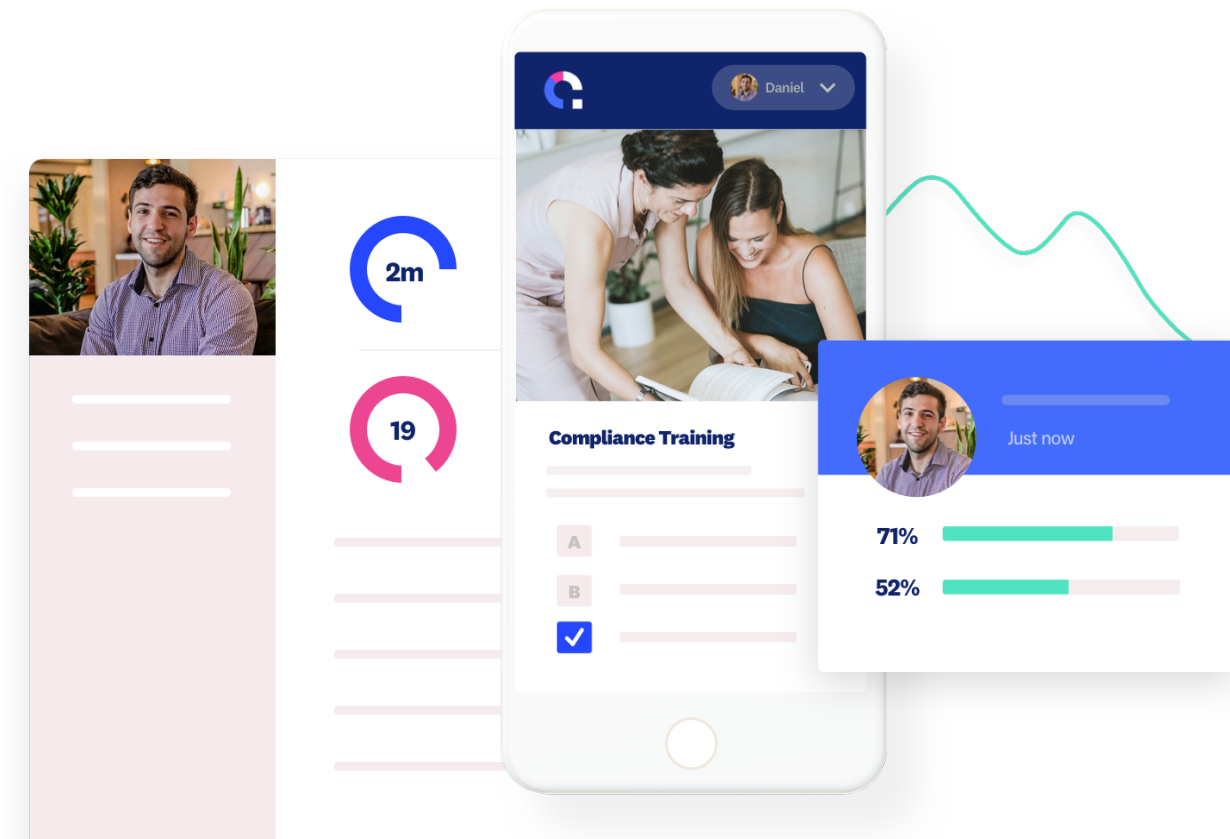


Create a space for everyone to communicate and share knowledge. Whether this is a dedicated Slack channel, social platform group, or even a space in the office. Ensure there's an easy to access communications guideline for your team so everyone knows general best practices talking with each other.

Like any good relationship, communication is the key to success. Whether it's in discussions, cafe chats, or video calls, a team that communicates together will train well together. And that will make all the difference in social learning.

NINE

Set goals.



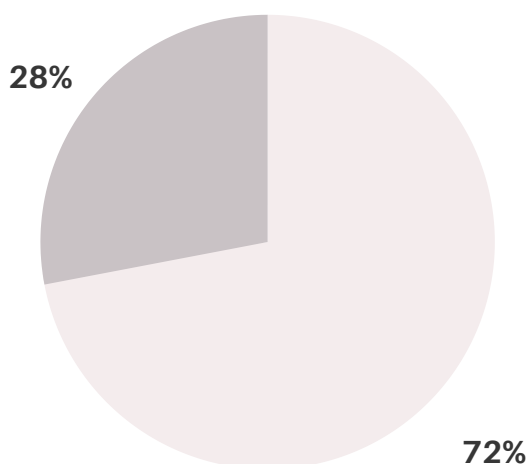
The first step to creating an effective project plan is to set a baseline. The baseline is the foundation on which the other project elements will be built on. This must include a scope statement. Start by identifying what business need the project aims to address and how the company will benefit from the project. Then create milestones as appropriate to the size of the project.

Make sure you also are keeping track of learner progress in comparison to their role. Is your sales team converting more? Are your marketers generating more leads? There are a plethora of metrics that provide insight into your peer-to-peer training's effectiveness.

TEN

Mobilize.

Brandon Hall Group found that 72% of small and mid-sized organizations want to improve their social learning capabilities with their next LMS platform.

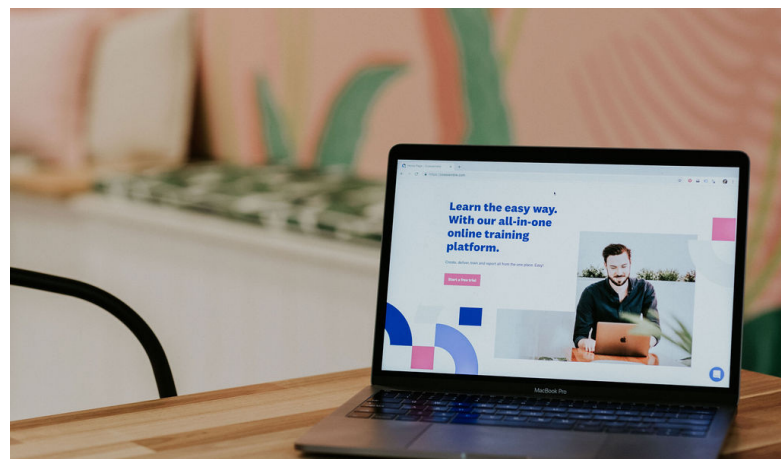


The shift to mobile devices as a way to deliver and engage with training is a powerful function of social learning. Leveraging mobile devices and apps that your team already uses means you'll be able to provide training where they Make your training as accessible as possible.

Creating mobile friendly social learning content means a variety of design facets including:

- Leveraging mobile interface for bite-sized learning content.
- Adding interactive elements such as touch or AR mechanics to engage your learners.
- Connecting social learning with social platforms to further drive your team's engagement.
- Freeing your learners from traditional learning styles by giving them the option to train when convenient for them.

The most important thing to recognize is that designing your social training content for mobile use will guarantee increased engagement. Make it fun by connecting your team through a mobile course that helps everyone train together, even if they're physically apart.



ABOUT

Coassemble

Coassemble is a powerful, award-winning authoring and learning management platform which allows you to simply share knowledge with your team. Anytime, anyplace. A powerful LMS with a seamless user experience. Coassemble gives you the tools you need to manage your entire training program from a single platform, so you can focus on what really matters - the end learner.

Unlocked Learning by Coassemble allows teams to #setknowledgefree — ensuring training is not locked down to one application. Instead, it can be seamlessly integrated into the everyday workflow, ready to go when people need it. Unlocked Learning allows teams to share knowledge in real-time—wherever employees spend their day, in the platforms they know and love.

With these best practices on peer-to-peer training, you'll be able to enable social learning with your team and ensure their success.

Find out more

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