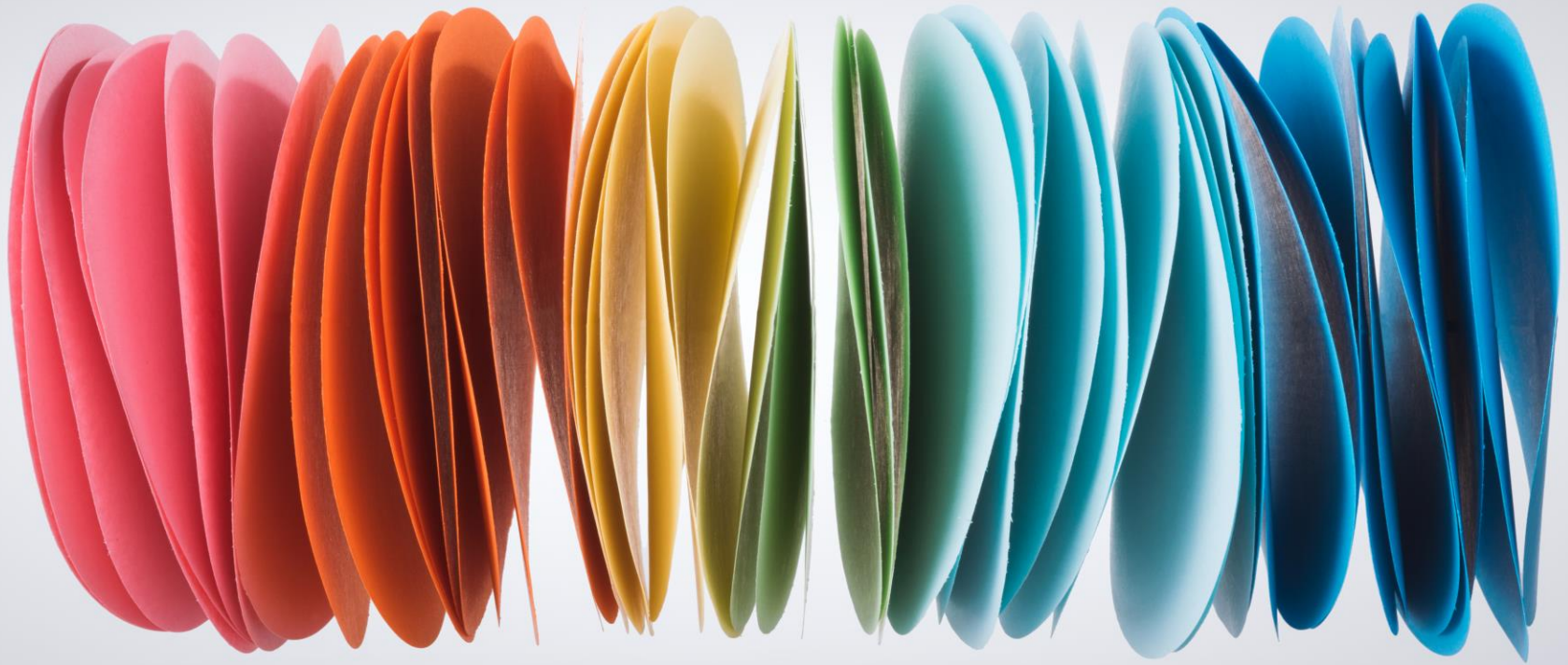


Natalie R. Laderas-Kilkenny



Learning experience and instructional design work samples

Contents

Pages 3-6 – Labor and Management Partnership Roadmap - Completed in Rise

Pages 7-18 – Ways We Work eLearning on remote work - Storyline

Pages 19-22 – XLS (Xcelerated Learning and Spread) Learning Portal - SharePoint, Graphics developed in Adobe Illustrator

Pages 23-27 – Introduction to XLS course - Completed in Storyline



The background is a stylized map with various icons and text labels. In the top left, an orange pin contains a handshake icon, with the text 'Partnership' and 'Account' nearby. In the top right, a blue pin contains a network icon, with the text 'Partnering Principles' nearby. In the center, the text 'History' is visible. In the bottom left, a blue pin contains a compass icon, with the text 'Value Compass' nearby. In the bottom center, an orange pin contains a group of people icon, with the text 'Unit-Based Teams' nearby. In the bottom right, a purple pin contains a gears icon, with the text 'LMP Methods' nearby. The main title 'Labor Management and Partnership Interactive Roadmap' is centered in large, bold, black font.

Labor Management and Partnership Interactive Roadmap

Articulate Rise

Your Roadmap to the LMP

Value
Compass

[VIEW LMP MAP AREAS](#)

[DETAILS](#) ▾

LMP
Methods

Use the LMP Learning Roadmap as your guide to tools and content you can use to empower your Labor Management Partnership (LMP) experience.

How to use this resource: Review each area for a high-level exploration of each topic, then open the links to review the LMP linked content in detail.

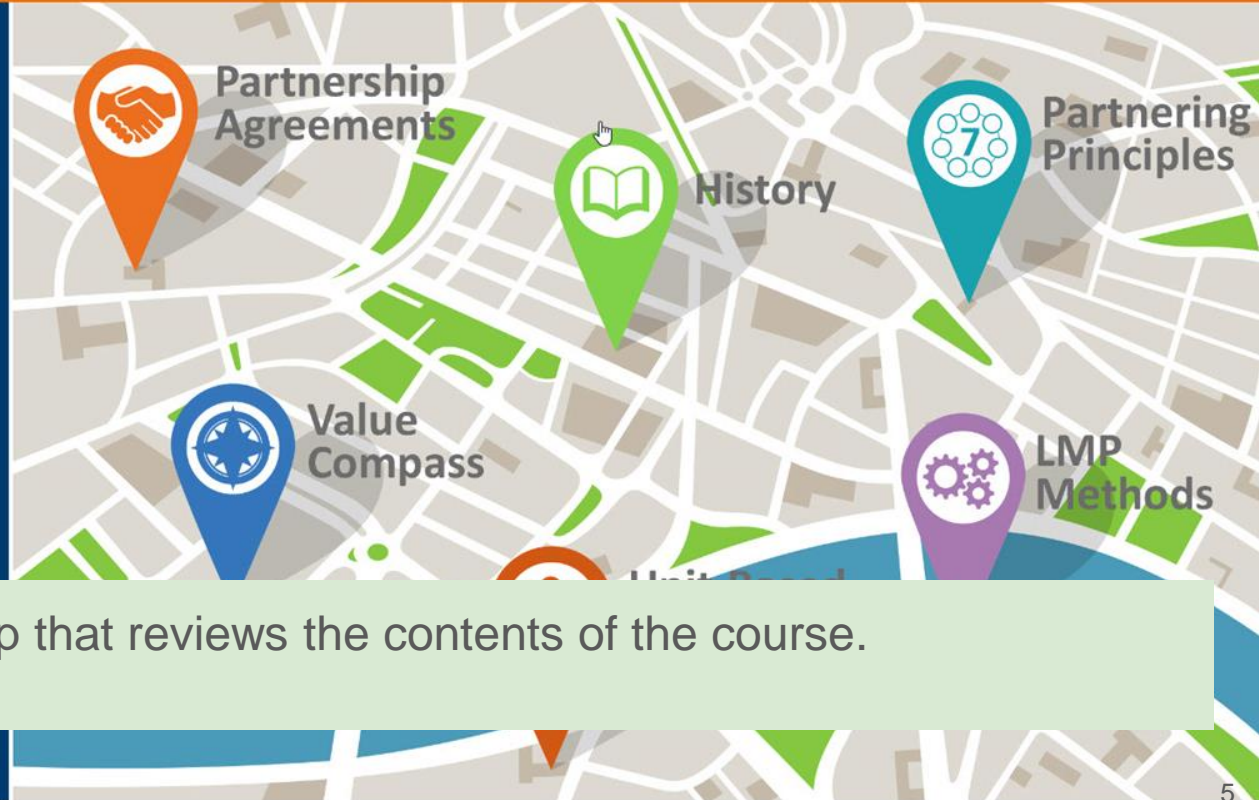
This is the first page in Rise viewed by the learner.

LMP Roadmap Interactive Map

Explore the LMP Learning Roadmap

The Learning Roadmap introduces you to important ideas and guides you to tools that will help you be more successful.

[Visit the LMP Learning Roadmap »](#)



Created an interactive map that reviews the contents of the course.

Unit Based Teams Feature

This page links to videos and tools or templates for work with Unit-Based Teams.



- Get Started ✓
- Partnership Agreements ✓
- History ✓
- Partnering Principles ✓
- Value Compass ✓
- Unit-Based Teams ✓

What are Unit-Based Teams?

A unit-based team includes **all of the participants** within the boundaries of the **work unit**, including **supervisors, stewards, providers** and **employees**. Review the resources below in the order presented to learn about the purpose, impact and application of unit-based teams.



P2P Tool

(Online Tool)

Unit-based teams can use the Path to Performance (P2P) to continually improve their teamwork and how they do work.

Ways We Work

Remote work eLearning



These pages are from a 20-minute eLearning created by HR to inform employees on how to adapt to remote and hybrid work after the pandemic. This eLearning was developed a project team that included HR VPs, and several senior stakeholders who provided direct feedback.

Evolving ways of work

As we continue to learn and adapt to changing conditions, we're building a flexible and inclusive environment where people can do their best work in support of KP's mission.

This course follows a team that meets this challenge. The stories here share how, together, they adjust to the changing ways of working.

**Work is what you do,
not a place you go.**



Characters in our story

Let's meet the characters in our story. They used to work in the same building, but now they work in different physical locations.

Select the boxes with each role type to learn more.

On-site roles



Belinda
She/Her



Emerito
He/Him



Sunil
He/Him

Flexible roles



Maya
She/Her
(Manager)



Magnus
He/Him



Ari
He/Him

Remote roles



Jae
They/Them



Elena
She/Her

Remote: An employee whose work location is other than in a KP office.

eLearning covers aspects of the work lives of a “combination” team that has On-site, Flexible (hybrid) , and completely remote roles. They learn the definitions of each type of employee here.

Ways we work

Working in a hybrid or virtual environment requires specific knowledge and skills. Follow along as this team learns to build connection, cultivate well-being, and work effectively.

Select each one to learn more.

**Work
effectively**



Learn how work happens, feels, and gets done effectively as a team that works virtually.

Examples: Learn tools and technology that enable collaboration and productivity in virtual meetings, practice inclusive behaviors in meetings, and effectively communicate outside of meetings.



There are 3 key principles or skillsets that are defined for working in combination teams covered in this course: Build connection, cultivate well-being, and work effectively. This screen provided an introduction teach principle and their examples.

Staying connected

The transition to a hybrid environment feels a bit rocky for Maya's team. This presents different challenges to staying connected over distance and time.

- Some team members feel that Maya focuses more on the people she sees in the office regularly.
- People who aren't physically in the office sometimes feel left out of conversations. They also feel like they aren't being heard in meetings.
- Employees in different locations have a hard time sharing information that could prevent duplication of work.



What should the team do?

Emotions are running high on the team. Trust is being strained between some team members, connections are being broken, and work is piling up.



**What are some ways
Maya and her team
can build connections
with each other?**

From here, the learner walks through knowledge check questions that allow them to choose the best answers to move the scenario forward.

Team suggestions for norms

During the meeting, the team uses a virtual whiteboard to brainstorm solutions.

*We could share
our availability
on our Outlook
calendars.*

*We can post our
regular working
hours.*

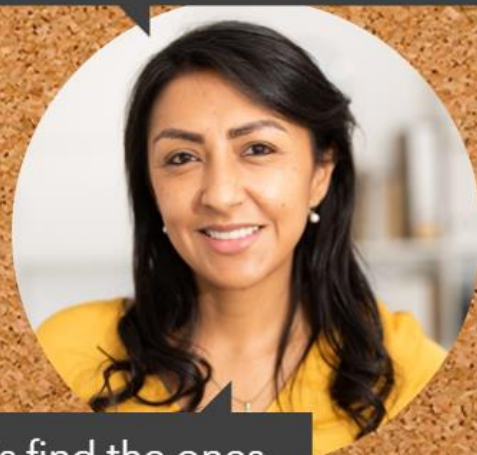
*We should take
time zones into
account.*

*Commit to
scheduling
meetings only
during the time
we're all working.*

*Reach out to
each other if
there's a conflict
on our calendars.*

*Schedule blocks
for work or focus
time on our
calendars.*

"These are all great suggestions!"

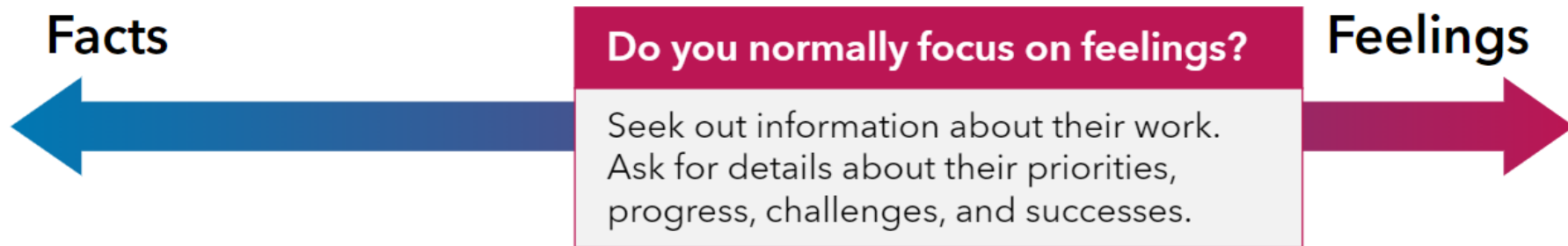


*"Let's find the ones
we agree on."*

How to connect with employees in 1:1 meetings

Do you think of yourself as a “facts” person or a “feelings” person?

Select where you fit on the scale below.



When connecting with employees, it's important to include a balance of both facts and feelings.

Learners select where they are on the spectrum of facts and feelings and get a response based on their selection.

Checkpoints and check-ins

Suggestions for connection options for 1:1 meetings with managers and employees.

You can think of focusing on facts as checkpoints while connecting with employees about emotional status and perceptions as check-ins. Gauge your conversation with each employee based on their needs, but always balance your conversation between facts and feelings.



Checkpoints

Facts



Things to share or learn:

- Business or project updates
- Changes in goals or priorities
- Clarity on role expectations



Check-ins

Feelings

Things to check-in on:

- How they are doing or feeling?
- Do they feel valued for their contributions?
- Do they feel included as part of the team?

 Review the Employee connection questions to use in your 1:1 meetings.

A few examples of team building activities

You or a member of your team can host a team activity to build camaraderie.

Which ideas would you like to use with your team?



Use profile pictures to create a visual association with teammates.



Create a group chat for non-work-related talk.



Lead get-to-know-you activities or online coffee breaks.



Start team meetings off with an ice breaker question.



Have each team member complete a "this is me" presentation.



Heads up: Your action plan links to additional suggestions for team building activities.

Your action plan

Action Plan

Download the PDF file when you are ready to select your 3 actions.




Scroll down to
view the entire
Action Plan.

Evolving the Ways We Work Action Plan

Instructions: Select an action from each of the 3 areas below that you can apply at work. Commit to practicing these 3 actions regularly and record observations 2 weeks and then 2 months post training.

Note: Log onto the KP network to access the resources below.

 Bookmark and explore the [Ways We Work pages on MyKP](#).

Build connection

☐ [Share your calendar availability](#) in Outlook to make it easy for others

☐ Select an activity from one of the 2 resources below and use it to

☐ Select one behavior to [be inclusive](#) and apply it over the next

[Download a copy of the](#)

At the end of the eLearning learners are prompted to download a customized action plan that gives them 9 options to practice the three principles shared in the course: Build connection, cultivate wellbeing, and work effectively.


Action plan handout










This is the action plan handout that accompanies the course. Learners are encouraged to pick one out of each principle to practice, but they can use the entire plan as a quick reference guide to working well on teams that have face to face, hybrid or remote employees.

Evolving the Ways We Work Action Plan

Instructions: Select an action from each of the 3 areas below that you can apply at work. Commit to practicing these 3 actions regularly and record observations 2 weeks and then 2 months post training.

Note: Log onto the KP network to access the resources below.

 Bookmark and explore the [Ways We Work pages on MyKP](#).

Build connection		
<p><input type="checkbox"/> Share your calendar availability in Outlook to make it easy for others to connect with you.</p> 	<p><input type="checkbox"/> Select an activity from one of the 2 resources below and use it to build team connection:</p> <ul style="list-style-type: none">Team Connection Activities handbook.Community check-in ideas (ppt) 	<p><input type="checkbox"/> Select one behavior to be inclusive and apply it over the next 2 months.</p> 
Cultivate well-being		
<p><input type="checkbox"/> Review ways to address burnout. Develop a plan for how to address burnout if you see signs of it in yourself or someone on your team.</p> 	<p><input type="checkbox"/> Review the ways you can support yourself with KP's employee well-being resources. Identify one strategy for self-care to practice regularly.</p> 	<p><input type="checkbox"/> Bookmark 2 well-being resources from the How We Work page on MyKP site to explore and use.</p> 
Work effectively		
<p><input type="checkbox"/> Find the Help tool in Microsoft Teams and click on the question-mark. Review the Topics menu. Learn how to use one new Teams feature and share it with a peer.</p> 	<p><input type="checkbox"/> Select one inclusive meeting practice shared in this course and plan to use over the next month.</p> 	<p><input type="checkbox"/> Watch the video "When and why should I use channels?". Practice using channels to communicate with your team.</p> 

XLS Learning Portal

The XLS model utilizes Kaiser's Improvement Institute methodologies & tools to evaluate, test, create best practices, then spread those effective sustainable practices across Kaiser Permanente.



About the Xcelerating Learning and Spread Program (XLS)

[LEARN MORE →](#)



XLS Tools

[Access specific XLS tools →](#)

CONTACT
[Natalie R Laderas](#)

Learning Consultant-V, Improvement Institute

SharePoint, Articulate Storyline, Acrobat PDF

The XLS model utilizes Kaiser's Improvement Institute methodologies & tools to evaluate, test, create best practices, then spread those effective sustainable practices across Kaiser Permanente.

1



2

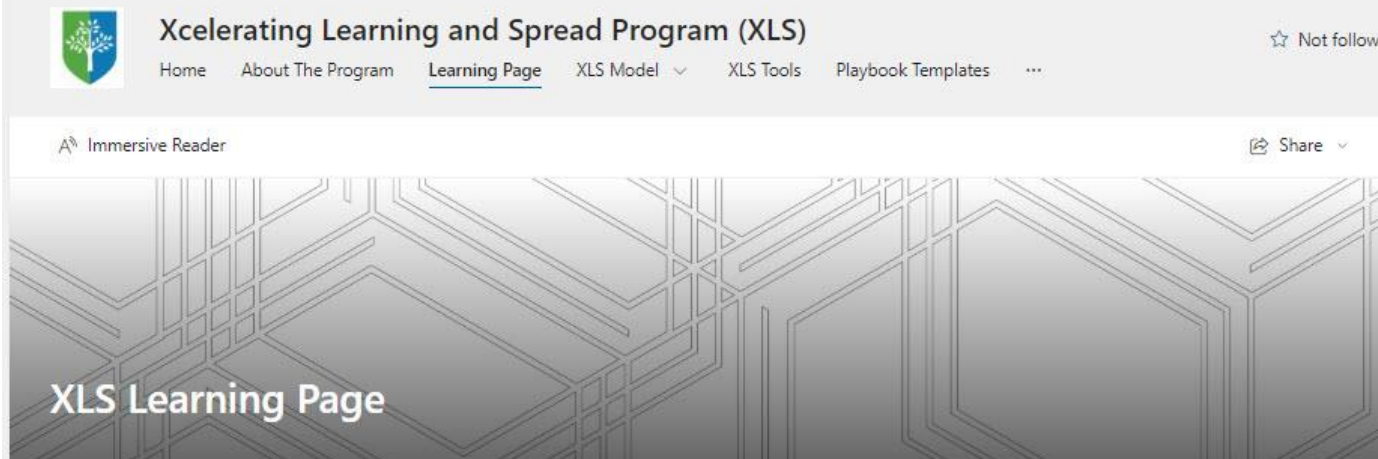


3

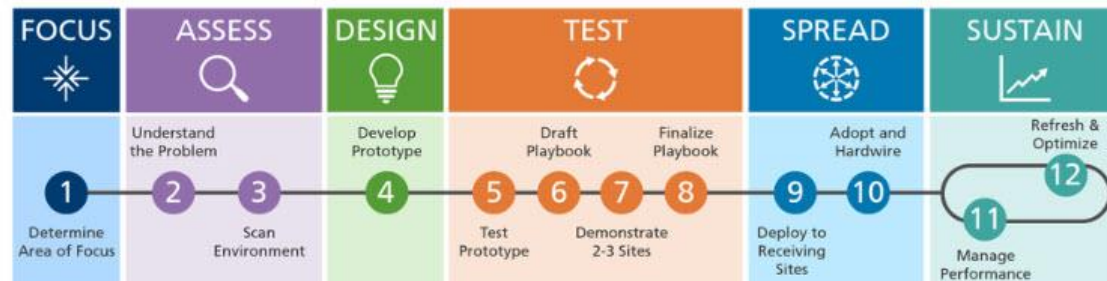


This is the home page or portal for XLS content. 1.) Overview of the framework and its purpose. Also link to the eLearning Introductory course. See slides 9 onward. 2.) Learning Page - houses all eLearning for each of the 12 steps. Also lists tools utilized to implement the framework in context of the standard workflow 3.) Link to index of all tools and templates for learners who are familiar with the framework and need them for quick reference.

Learning page top



XLS phases and step map



The XLS phase map (designed in Adobe Illustrator) acts as a centerpiece and visual guide through the framework. It's used in both the eLearning and throughout the process content.

Learning page bottom

XLS steps

Access the step learning materials using the links below

- [1](#) Step 1 - Determine the Focus
- [2](#) Step 2 - Understand the Problem
- [3](#) Step 3 - Scan the Environment
- [4](#) XLS Step 4 - Develop Prototype
- [5](#) XLS Step 5 - Test Prototype
- [6](#) Step 6 - Draft Playbook
- [7](#) Step 7 - Demonstrate
- [8](#) Step 8 - Finalize Playbook
- [9](#) Step 9 - Deploy to Receiving Sites
- [10](#) Step 10 - Adopt and Hardwire
- [11](#) Step 11 - Manage Performance
- [12](#) Step 12 - Refresh and Optimize

Access Specific XLS tools

Access and view tools like the project charter, stakeholder analysis, Voice of the Customer (VOC), PDSA Planning Template, and Spread Readiness Assessment.

[XLS Toolkit](#)

Access overview information on XLS

You can view these questions as well as the inputs and outputs for the XLS phases and steps in the reference guide below

[View the XLS Quick Reference Guide](#)

View the XLS Standard Work workflow

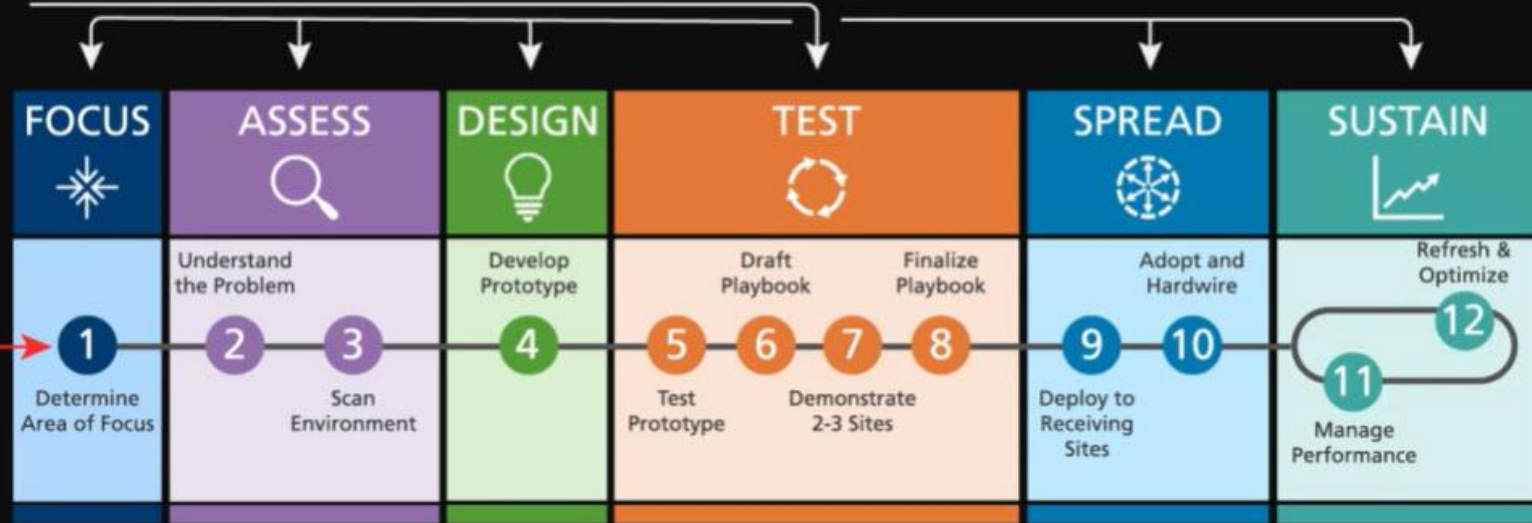
Review the XLS phases and steps in detail by reviewing the workflows for each step.

[View the XLS Workflows \(pdf\)](#)

Each step the XLS process features and eLearning site and has workflow content in context of the process. The steps (circle and label) links to the eLearning and content. The learners can also access the toolkit with templates and forms as well as get a 2-page visual quick reference guide and the workflows for each othe steps of the XLS process.

This is the beginning of the Introduction eLearning module to the 9 course XLS series. All courses in the series include audio narration.

Phases of XLS

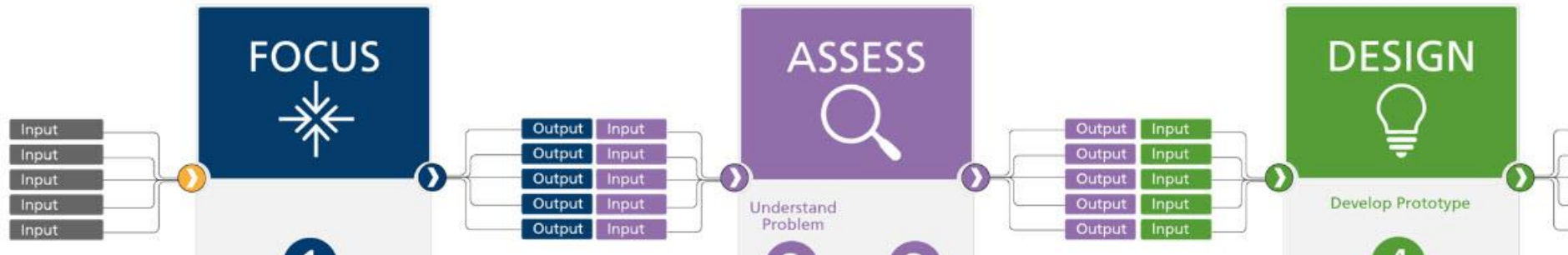


Part of the start of the eLearning (developed in Storyline). This graphic was used to orient the learner to the different phases and steps in the XLS process throughout the eLearning content and on the SharePoint learning path and resource site.

Flow of Inputs and Outputs in XLS



Going forward we will examine the key questions asked and the inputs and outputs for each step in the XLS phases.



The course series focused on the inputs and outputs of each phase and step.



FOCUS



ASSESS



DESIGN



TEST



SPREAD



SUSTAIN

Kendra
Project Manager

Kaia, Sam
Operational Owners



Each of the phases is represented and accessible by the students from a menu at the top of the screen. Learners must complete review of all of the menu items and knowledge checks embedded in each phase to receive credit for course.



Check what you've learned

Select the correct answer:

XLS ...

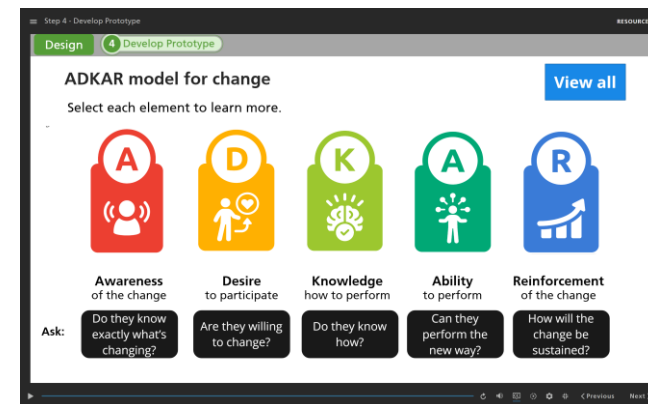
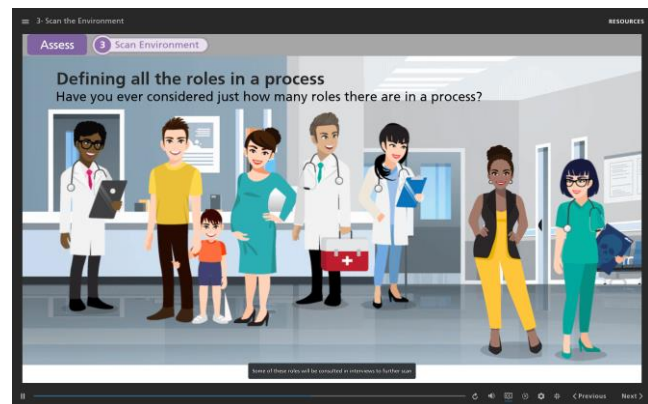
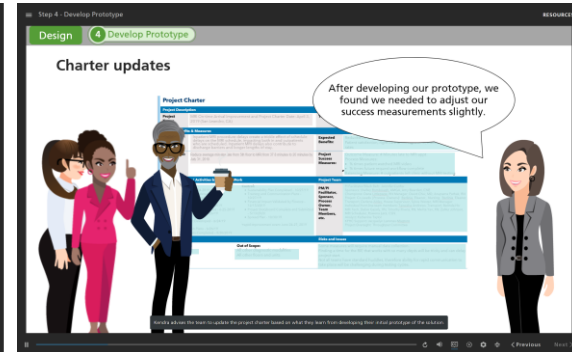
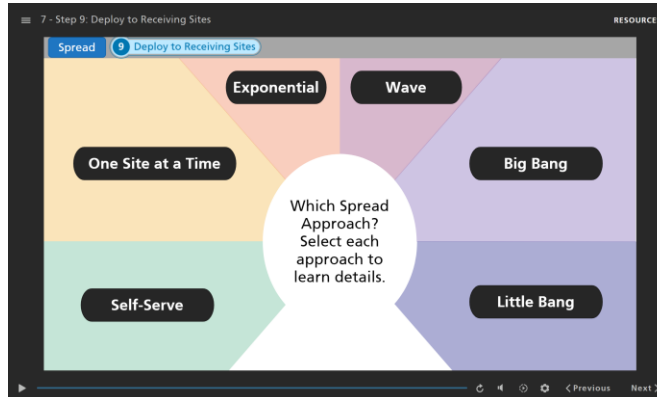
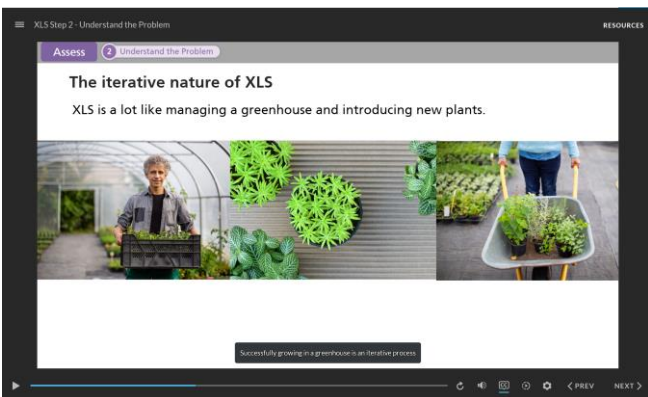
is a database software application used for project management

is a product manufacturing life cycle

stands for Xtra Large Sandwich

XLS is a framework that incorporates different performance improvement and project disciplines

Sample of knowledge check. Questions are placed throughout content and drive progress in the course story.



Following the introduction eLearning, is a series of 8 rich courses that walks through the XLS process and experience through the eyes of a project team working in the healthcare industry. These are just a small sample of screenshots that tell their story and engage the learner in interactive experiences.



Please note additional work samples are available upon request.

My portfolio site is in development.

If you have any questions, you can contact me directly.

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