

Summary of Brainstorming Discussions

Grace Hill Summary of 2025 Brainstorming Discussions

AI in Training

- AI tools enhance efficiency, clarity, and organization of training.
- Interest in tools like Capture Wizard, ChatGPT, and Elise AI.
- Need to teach learners how to ask effective questions and verify AI output.
- Internal communications (like newsletters) can increase awareness.

Equipping Leaders to Champion Training

- Leaders must model accountability and follow-through.
- Provide consistent reinforcement tools across leadership levels.
- Clear expectations help leaders communicate training priorities effectively.

Adjusting Leadership & Development Strategies

- Leaders should focus on influence and culture-building, not just authority.
- Training should empower leaders to guide behavior change.
- Development programs should connect leadership behavior to outcomes.

Ensuring Managers Reinforce Training

- Training must connect to real day-to-day challenges.
- Use simple reinforcement tools like conversation guides and checklists.
- Include feedback loops between frontline staff and leadership.

Leveraging Data & Analytics

- Focus on the metrics that matter most for performance and engagement.
- Provide guidance on how to interpret data and apply insights.
- Data should inform coaching, not overwhelm or confuse teams.

Microlearning

- Short learning modules reduce fatigue and improve retention.
- Microlearning allows training to be spread out over time.
- Applying lessons immediately supports better behavior change.

Reinforcing Training Across the Organization

- Leaders must understand the purpose of training to reinforce it well.
- Reinforcement should be part of everyday practices and communication.
- Consistency across regions and roles builds strong training culture.

Tailoring Training by Role and Experience

- Training should be adapted to different experience levels.
- New and newly acquired staff need structured onboarding.
- Customization increases relevance and reduces information overload.

Improving Training Completion and Compliance

- Audit and streamline required training to avoid overload.
- Set clear timelines and reminders for completion.
- Leaders should review training completion regularly to maintain accountability.