

OpenSesame

May 2020 Customer Conversation

# Today's conversation

## Agenda

- Course and publisher highlights
- The benefits of diversifying and personalizing elearning content
- Q&A with OpenSesame
- Upcoming events

### Speakers:

**Katie Johnson**

Customer Success Manager

**Ashley Brown**

Customer Success Manager

### Host:

**Jessica Layfield**

Customer Marketing and PR Manager

# Course and publisher highlights

# Learn in place with free courses from OpenSesame

## CORONAVIRUS AND REMOTE WORKING PREPAREDNESS

Sign up to access free courses about preventing the spread of coronavirus, how to work and manage remotely, the importance of social distancing and more until 15 June 2020.

[Sign up here](#)

## PROFESSIONAL DEVELOPMENT FOR WFH AND FURLOUGHED WORKERS

Employees on furlough can gain skills with training now so they return more prepared and knowledgeable. Provide free professional development courses for your WFH and furloughed workers until 15 June 2020.

[Sign up here](#)

## PREPARING TO RETURN TO THE WORKPLACE

Your workforce can return to the workplace more prepared and knowledgeable of their new business environment. Learn how to stay healthy at work, best practices for safe business travel, and collaborative working with virtual teams.

[Sign up here](#)

[www.opensesame.com/site/free-course-offers](https://www.opensesame.com/site/free-course-offers)

Free courses are available through 15 June 2020



# Preparing employees to return to the workplace

OpenSesame Search courses Catalog English My Account 1 ?

## Returning to the Workplace: Preparing for The New Normal

By Paige Kracke  
49 Courses: 8h 46m | Created on 30 Apr 2020

Quick Start Guide Filter this list

TITLE	RATING	PUBLISHER	SEAT TIME	TYPE	DEMO
STAYING HEALTHY AT WORK					
Workplace Hygiene	★★★★★	Litmos Heroes	5m	Plus	
Disinfecting the Workplace for COVID-19	★★★★★	Vivid Learning Systems	9m	Plus	
Healthy Eating at Work	★★★★★	Litmos Heroes	5m	Plus	
Coronavirus Precautions and Prevention: Common Sense Hygiene	★★★★★	ej4 - eLearning for Business	9m	Plus	

Help

## Topics:

- Staying healthy at work
- Collaborative space etiquette
- Staying focused
- Virtual collaboration
- Change management and resilience
- Organizational agility
- Leading digital transformation
- Empathy for others
- Safe business travel

Available free of charge through 15 June 2020

# New publisher



## Popular Courses for You



Establishing a Culture of Trust  
by Ideas for Leaders

★★★★★ (1)

UPDATED Course

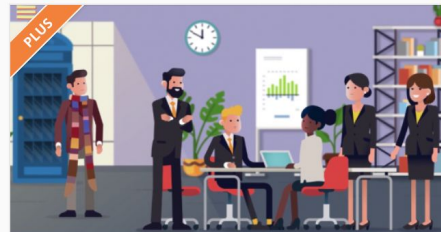
⌚ 15m



From Project Manager to Project Leader  
by Ideas for Leaders

NEW Course

⌚ 15m



Making Effective Decisions  
by Ideas for Leaders

NEW Course

⌚ 20m

[www.opensesame.com/s/ideas-leaders](http://www.opensesame.com/s/ideas-leaders)

# OpenSesame Customer Feedback Group



**Are you interested in influencing OpenSesame's course and product roadmaps?**

Apply today to join the OpenSesame Customer Feedback Group! This team of OpenSesame customers will be among the first to see and share feedback on potential new publishers and platform enhancements.

[Apply to join the OpenSesame Customer Feedback Group!](#)



# Diversifying and personalizing elearning content



# Why diversify and personalize content?



Variety of content increases learner engagement



Meaningful content boosts employee performance



Increased utilization leads to greater ROI

# The value of content variety

Diverse design

Equitable and  
inclusive

Promotes  
self-directed  
learning

# Diverse design

- Meet learners' needs
- Maintain focus
- Increase subject matter retention



Ladder Safety  
by UL EHS Sustainability

★★★★★ (6)

UPDATED Course

⌚ 28m



The Ups and Downs of Ladder Safety  
by iAM Learning

★★★★★ (10)

Course

⌚ 20m

# Curation Alignment Process

CAP  
survey

+

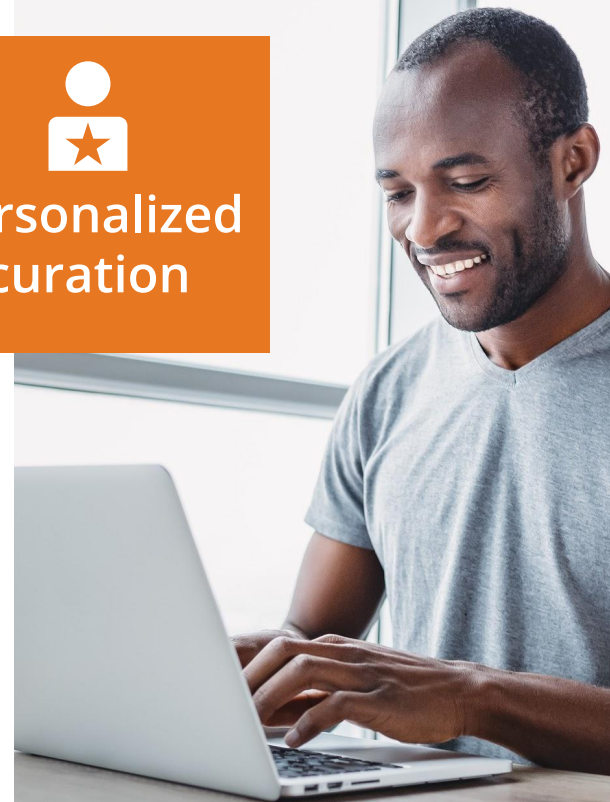
Your  
learning  
needs

=

  
Personalized  
curation

- Two-minute preview of each OpenSesame Plus publisher
- The more stakeholder feedback, the better!
- Complete and SME versions

- Values
- Organizational initiatives
- Existing curricula (virtual/ILT)
- Leadership development
- Functional
- Open source
- Compliance
- IT security
- Learner led



# CAP survey

## OpenSesame Curation Alignment Process

### Course Preferences

\* What is your preferred seat time for courses in OpenSesame Plus?

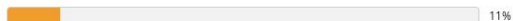
- |                                             |                                        |
|---------------------------------------------|----------------------------------------|
| <input type="checkbox"/> 10 minutes or less | <input type="checkbox"/> 60+ minutes   |
| <input type="checkbox"/> 10-30 minutes      | <input type="checkbox"/> No preference |
| <input type="checkbox"/> 30-60 minutes      |                                        |

\* Do the courses need to be enabled for use on smartphones and tablets

- |                           |                                                    |
|---------------------------|----------------------------------------------------|
| <input type="radio"/> Yes | <input type="radio"/> Preferred, but not necessary |
| <input type="radio"/> No  |                                                    |

\* Preferred course features

- |                                                                          |                                                       |
|--------------------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Video                                           | <input type="checkbox"/> Job Aids/Reference Materials |
| <input type="checkbox"/> Audio narration                                 | <input type="checkbox"/> Games & Exercises            |
| <input type="checkbox"/> Animations                                      | <input type="checkbox"/> 508 Compliant                |
| <input type="checkbox"/> Assessments & Inline Quizzes (knowledge checks) |                                                       |
| <input type="checkbox"/> Other (please specify)                          |                                                       |



Prev

Next

## OpenSesame Curation Alignment Process



Highlights: Top multilingual provider with courses available in up to 20 languages. End users can select their desired language directly in the course. Traditional elearning courses with audio, animations and exercises throughout

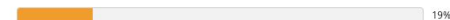
Core Competencies: Sales, Customer Service, Marketing, Leadership, Communication, Finance

Demo Course

Cegos



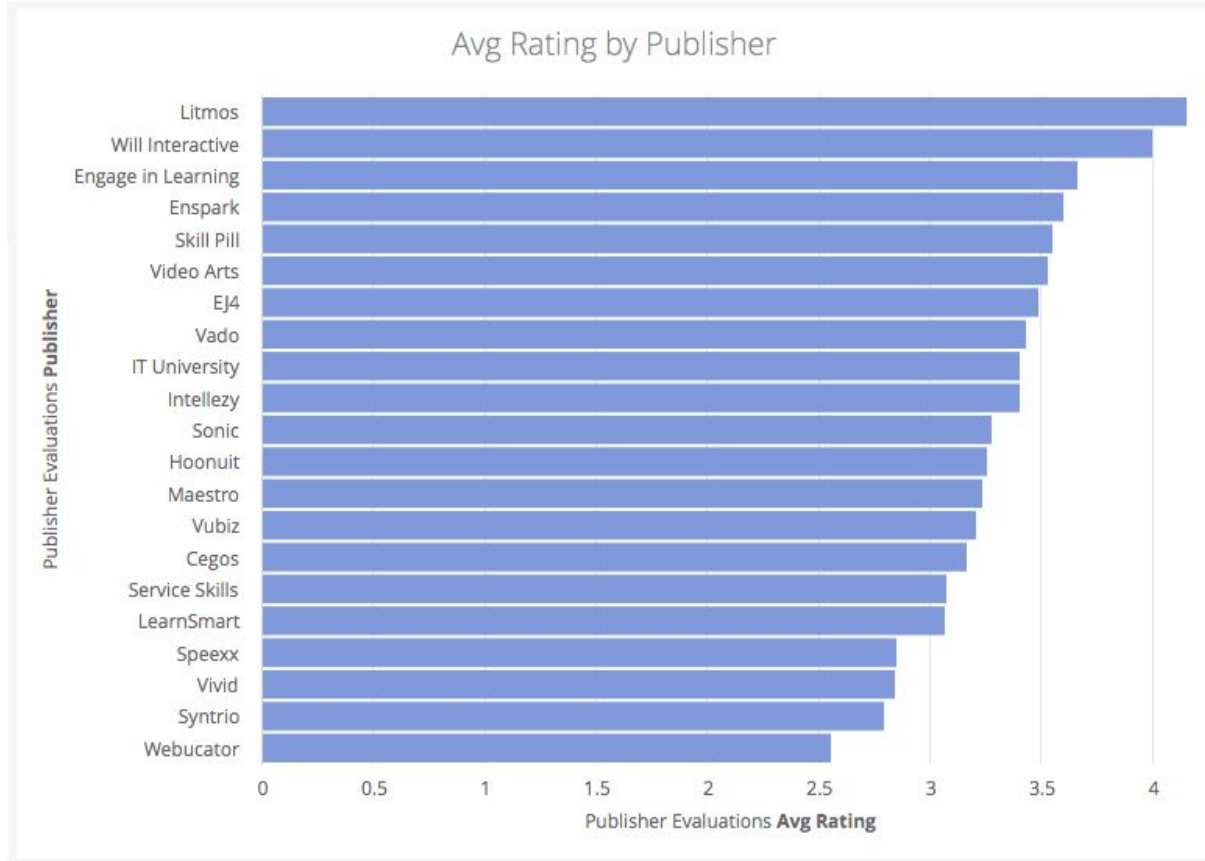
Comments:



Prev

Next

# CAP survey results (example)



# Equitable and inclusive

- Accessible by all
- Reflect organizational makeup
- Audience connection



# Equitable and inclusive

- 17 languages
- [508 compliance](#)
- Mobile enabled

Publisher	Core Competencies	Delivery Format	Assessment	Gating*	Closed Captioning	508 Compliant	Mobile Ready
7 Dimensions	Business Skills, Management, Communication,	Videos, In-line Activities, Supplemental Resources,	✓	Ungated	✓		✓
American Management Association	Business Skills, Management, Leadership, Communication	Audio Narration, Post-Assessment, In-line Activities, Supplemental Resources	✓	Fully gated	Text transcript Available	✓	✓



# Self-directed learning

- Increase engagement
- Empower workforce
- Retain and attract top talent

21%

greater profitability  
among highly  
engaged teams

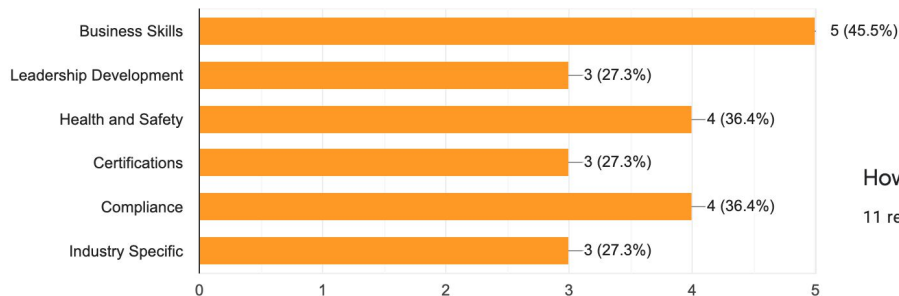
Source: Gallup, "[State of the American Workforce: 2017.](#)"

# Self-directed learning

## ■ Employee survey

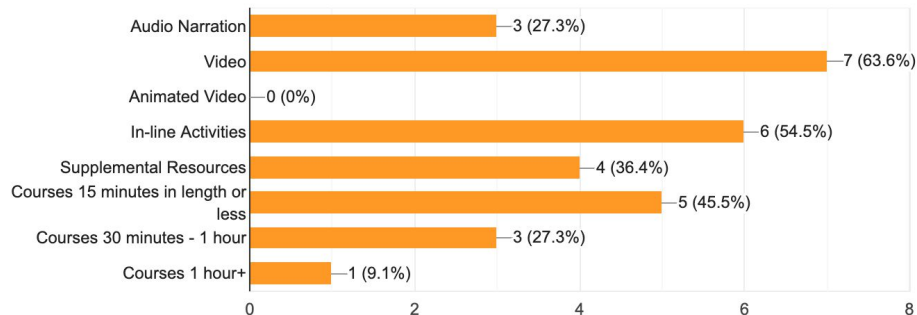
In what areas would you like to see more eLearning offerings?

11 responses



How do you learn best?

11 responses



# Meaningful content

In the flow of  
work

Personalized

Continuously  
updated

# In the flow of work


Relevant content that supports company initiatives


Business Initiative	Course Recommendations
Covid19 Crisis	<a href="#">Return to Workplace</a> , Professional Development for <a href="#">Service/Office/ Operations</a> , <a href="#">Maintaining of Safe &amp; Productive Workforce</a>
Goal Setting	<a href="#">SMART Goal Setting</a> , <a href="#">Collaborative Goal Setting from a Distance</a> , <a href="#">Goal Setting at Three Levels</a>
Performance Reviews and Coaching Conversations	<a href="#">Creating a Coaching Culture</a> , <a href="#">Bringing out the Best in Employees</a> , <a href="#">Preparing and Structuring the Annual Performance Review</a> , <a href="#">Performance Review: Every Appraisee's Dream</a>
Compliance	<a href="#">Privacy and Data Protection Essentials</a> , <a href="#">Active Threat Response</a> , <a href="#">Preventing Discrimination and Harassment</a> , <a href="#">Fraud/Bribery/Corruption Awareness</a> ,
Change Management	<a href="#">The Psychology of Resistance to Change</a> , <a href="#">Accepting Change in the Workplace</a> <a href="#">Raising Resiliency</a>

# Personalized recommendations

Align to organizational values and customize the learning experience

## Lists

 New Smart List

 New List

All


Created

Received

Shared

Following

Curated Lists



### Course Recommendations

Need curation help? Enter your topics, separated by a comma, and we'll create a personalized course list for your learners.

What topics are you providing training on?

Which language are you targeting?

English

What is your preferred seat time?

any length

1 - 10 minutes

11 - 60 minutes

60+ minutes

☐ OpenSesame Plus only

Create your list

Cancel

[advanced options >](#)



# Continuously updated

Refresh and continue marketing

- Insights Dashboard
- Curated Lists
- Monthly course updates

# Insights Dashboard

## OpenSesame Plus Insights dashboard

This dashboard displays data for courses in your OpenSesame Plus subscription. Updated data is available every two hours.

Contact your Customer Success Manager or [support@opensesame.com](mailto:support@opensesame.com) with any questions. If you have ideas on how to improve this dashboard, contact [product@opensesame.com](mailto:product@opensesame.com).

5.93

🕒 Enrollments per Learner

92%

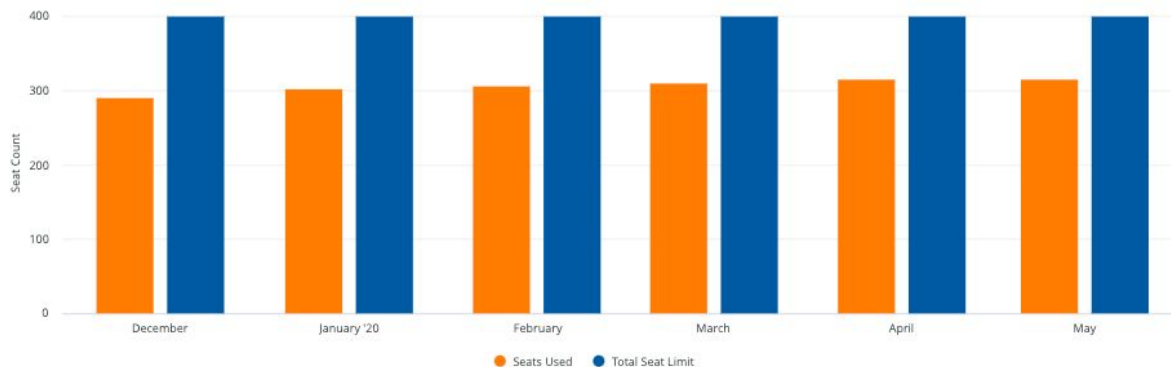
🕒 Courses Completed

4.13

🕒 Average Rating

182 Ratings Count

## 🕒 License Usage Over Time



# Curated Lists

## Catalog

55 results

Lists X OpenSesame Plus X

OpenSesame Plus



Only displaying courses included in an OpenSesame Plus subscription

Category

Product Type (1)

All 9,369  
Lists 55  
Courses 9,314

Publishers

Select courses

All Results

PLUS

Curated List • 5 courses

California OSHA (Cal/OSHA) by UL EHS Sustainability

PLUS

Curated List • 23 courses

Mastering Organizational Agility

## My Lists

Lists

All Created Received Shared Following Curated Lists

New Smart List New List


Filter this list

	TITLE	LIST CREATOR	LAST UPDATED	COURSES
<input type="checkbox"/>	18 Tough Acts of Management	Jenny Mundy	5 May 2020	18
<input type="checkbox"/>	2019 August - New Courses in OpenSesame Plus	Jenny Mundy	2 December 2019	229
<input type="checkbox"/>	2019 December - New Courses in OpenSesame Plus	Jenny Mundy	1 April 2020	115
<input type="checkbox"/>	2019 July - New Courses in OpenSesame Plus	Jenny Mundy	12 November 2019	155
<input type="checkbox"/>	2019 November - New Courses in OpenSesame Plus	Jenny Mundy	4 March 2020	226
<input type="checkbox"/>	2019 October - New Courses in OpenSesame Plus	Jenny Mundy	3 February 2020	134
<input type="checkbox"/>	2019 September - New Courses in OpenSesame Plus	Jenny Mundy	2 January 2020	64
<input type="checkbox"/>	2020 April - New Courses in OpenSesame Plus	Jenny Mundy	4 May 2020	254
<input type="checkbox"/>	2020 February - New Courses in OpenSesame Plus	Jenny Mundy	4 March 2020	129
<input type="checkbox"/>	2020 January - New Courses in OpenSesame Plus	Jenny Mundy	1 May 2020	302
<input type="checkbox"/>	2020 March - New Courses in OpenSesame Plus	Alison Lau	2 April 2020	273
<input type="checkbox"/>	21st-Century Skills	Paige Kracke	6 November 2019	46
<input type="checkbox"/>	7 Dimensions - Success at Work - For Recent Grads and Interns	Jenny Mundy	28 April 2020	10
<input type="checkbox"/>	8 Keys to a More Respectful Workplace	Paige Kracke	16 December 2019	10



# Monthly course updates

## Catalog

 OpenSesame

Catalog

13 results

Lists X

OpenSesame Plus X

OpenSesame Plus

Only displaying courses included in an OpenSesame Plus subscription

Category

Product Type (1)

☐ All 722

☒ Lists 13

☐ Courses 709

Select courses

PLUS

Curated List • 32 courses

Onboarding for Managers, Supervisors and New Hires

PLUS

Curated List • 254 courses

2020 April - New Courses in OpenSesame Plus

## My Lists

### Lists

New Smart List

New List

All

Created

Received

Shared

Following

Curated Lists

<input type="checkbox"/>	TITLE	LIST CREATOR	LAST UPDATED	COURSES
<input type="checkbox"/>	2019 August - New Courses in OpenSesame Plus	Jenny Mundy	2 December 2019	229
<input type="checkbox"/>	2019 December - New Courses in OpenSesame Plus	Jenny Mundy	1 April 2020	115
<input type="checkbox"/>	2019 July - New Courses in OpenSesame Plus	Jenny Mundy	12 November 2019	155
<input type="checkbox"/>	2019 November - New Courses in OpenSesame Plus	Jenny Mundy	4 March 2020	226
<input type="checkbox"/>	2019 October - New Courses in OpenSesame Plus	Jenny Mundy	3 February 2020	134
<input type="checkbox"/>	2019 September - New Courses in OpenSesame Plus	Jenny Mundy	2 January 2020	64
<input type="checkbox"/>	2020 April - New Courses in OpenSesame Plus	Jenny Mundy	4 May 2020	254

# Resources to help you maximize ROI

- [Launch and engage toolkit](#)
- [Monthly course calendar + toolkit](#)
- [Monthly compliance course calendar](#)
- [Example internal training content request form](#)

OpenSesame Customer Success Manager  
OpenSesame Support: Chat, email, phone

92%

of OpenSesame  
customers saw a return  
on investment  
in <1 year

# Questions and answers

# Share your L&D story with your peers!



**OpenSesame is joining the  
AWS Partner Network!**

Share your learning and development story with your peers through our partnership with the AWS Partner Network.

**[Take 5 minutes to leave us a review on the AWS Partner Network!](#)**



# Upcoming OpenSesame webinar

**How and why future skilling your  
public sector workforce is more  
important than ever**

with City of Corpus Christi

2 June at 12 p.m. PST / 3 p.m. EST

[Register for the webinar](#)



# Upcoming events

## CLO Exchange

16-18 August | Virtual event

## iVentiv: Learning Futures Seattle

25-26 August | Seattle, WA

## iVentiv: Learning Futures CA

25-26 August | San Mateo, CA

## Learning Live

9-10 September | London, UK

## Learning and Development Executive Summit

13-15 September | Atlanta, GA





# 2020 OpenSesame User Conference

13-15 October  
Hyatt Regency Portland at the  
Oregon Convention Center  
Portland, Oregon

**Register today!**

**Save \$100 on early  
bird registration  
before 1 July!**



**OpenSesame**

# Discounted registration for OpenSesame Plus customers

As a benefit of your OpenSesame Plus subscription, you are entitled to discounts:

## **OpenSesame Complete:**

Two complimentary passes (value \$598)

## **OpenSesame Plus 100:**

One complimentary pass (value: \$299)

## **OpenSesame Plus 25:**

50% discounted pass (value \$149.50)



[Register risk-free by 1 July 2020!](#) (Tickets are refundable up to 7 days before)



# 2020 OpenSesame Learning Excellence Awards

**Applications deadline extended to 15 June!  
Winners announced at 2020 User Conference.**

- Most creative launch of a training program/initiative
- Most successful training program/initiative
- Most innovative training program
- Most successful use of blended learning

**Prize: registration, airfare and lodging to attend  
the next OpenSesame User Conference!**

[Nominate your program today!](#)





**Thank you!**

See you next month:  
24 June 2020 | 9 a.m. PST / 12 p.m. EST