

A black and white photograph of a woman with long dark hair, smiling warmly. She is wearing a dark top and a patterned shawl. The background is slightly blurred, showing other people in a room. A large, semi-transparent pink triangle is overlaid on the left side of the image, containing the main text.

READ ALL ABOUT IT: WELCOME TO THE COMMUNITY

Whether you're new to learning technology or a seasoned professional, here's a taste of the support you enjoy as a Totara Community member...

Education Programme & Strategic Implementation Manager, EULAR

WHAT'S INSIDE?

**TOTARA LEARNING AT A GLANCE | WHAT SORT OF LEADER ARE YOU?
THE INSIDE SCOOP FROM OUR CEO | MAXIMISE YOUR ROI WITH TOTARA
LEARNING TRENDS: WHAT'S HOT & WHAT'S NOT | OUR AGONY AUNT
HAVE YOU TUNED IN TO OUR WEBINARS?**

WHAT'S THE TOTARA COMMUNITY ALL ABOUT?

Grab a coffee and get comfortable - this edition has something for everyone interested in learning and technology.

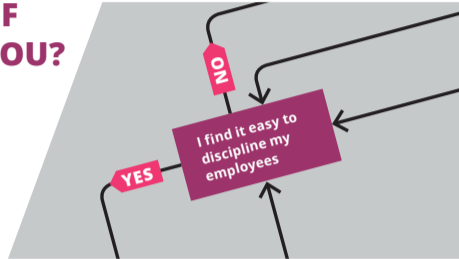
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Find out how Totara can save you money with our flexible approach to learning technologies.



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LIKE BIRDS OF A FEATHER WE FLOCK TOGETHER



Rachel Griffith-Boyes, Head of Community Services

Welcome! We're proud to bring you a roundup of the latest training, conversations and resources taking place in the Totara Community.



OUR ANNUAL CONGREGATIONS at the big L&D events always gets me thinking about community. New faces, old faces. Faces we only see once a year. All coming together with a shared purpose of working and learning together in a celebration of the hard work we've done and the harder work we've got to come. For much of the year we're a disparate, online group, occasionally migrating like flocks of geese to London for Learning Technologies, onto Denver in May then towards the Vegas October sun. It's always a genuine pleasure to get together.

I'm lucky enough to work not only within this great community of learning and development professionals, but also to serve it, through my role as Head of Community Services at Totara. Through webinars, forums, shared resources and training, we offer a place for learning and development professionals to come together online, throughout the year. It's a project we're rightly proud of, and one we'd encourage you to become a part of, whether you're a current Totara user or not (it's also free to join).

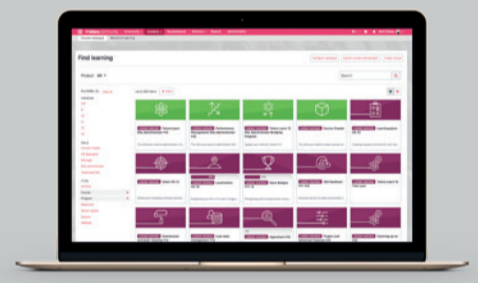
Increasingly, our year-round community feels ever-more important. Those of you with children might recognise the phrase 'it takes a village'. When it comes to learning technologies, I'd argue it takes a community. Not one of us has the full range of skills required to deliver effective business change through learning and development. We rely on one another, challenge each other and each contribute to building better learning experiences for our learners and better value to our businesses.

And of course, community should also be fun. In among all the noise, the buzzwords and the serious business we're engaged in, there's a lot of enjoyment to be had. It's about trying things out and learning from our mistakes in a supportive environment. Where people can pick you up when you fall, offer advice when you need it and laugh with you along the way. So while I hope you'll find something to learn and something to share in this special edition, I hope you'll also have a little bit of fun. If nothing else, I hope our puzzles and quizzes will keep you occupied on the journey home.

Want to hear what we think is hot or not in L&D right now?
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NEW TO THE COMMUNITY?

The Totara Community is a place for learning professionals to share, collaborate and learn online. This is the place to go to make the most of your Totara products and access free courses and programs in the Totara Academy, find all the Totara resources you may need and speak to your learning peers in our forums.



TOTARA ACADEMY COURSE BADGES: GOTTA CATCH 'EM ALL!

We all want to feel we've achieved something for our efforts. That's why we award a badge for completion of each course and program in the Totara Community.

BADGES ARE A MARKER of achievement, an indicator of expertise and a great way to build your digital CV for this job and the next. In 2019 we awarded over 5,000 badges to Community members. Here are the top 10 badges awarded so far. How many have you got? 🏆

OUR MOST POPULAR COURSE

Topping the charts is our beginner's guide. If you're looking for an overview on getting started with Totara Learn, this one's for you. Why not join the 2,000 learners who have already enrolled in the course today?



1: Totara Learn for beginners



2: Reports



3: Creating users in Totara Learn



4: Courses and categories



5: Seminar management



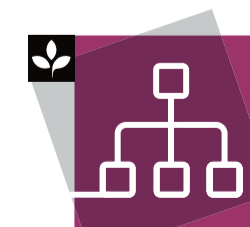
6: Dashboards and basic theming



7: Programs and certifications



8: Audiences



9: Hierarchies and job assignments



10: Plugins and advanced features

Not sure which badge to go for next? You could consult Totara's very own Agony Aunt or even the stars for advice...
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AND HERE'S THE SMALLPRINT



www.totaralearning.com
/totaralearning
/company/totaralearning

The Totara Community newspaper was produced by the Totara Learning Marketing and Community teams. To get in contact with the producers of this publication please email community@totaralearning.com

Totara is rapidly transforming the learning technology software market. Our products include the award-winning Totara Learn, a functionally rich learning management platform and Totara Social, an enterprise social learning network designed to foster collaboration, communication and knowledge sharing.

Totara's products are open source, highly flexible and bring powerful freedoms to all organisations with formal and informal learning needs, both within the workplace and the extended enterprise. Customers range from small businesses to large multinational corporations - a testament to our innovation, robust versatility and scalability.

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LETTERS TO THE EDITOR

Thanks for all your feedback on the Totara Community and Academy. It's always great to hear from you.



"I have used Totara Community forums to ask questions and always receive a fast, knowledgeable response."

"I was very unsure about Audiences but this course has made it less scary and I look forward to putting what I've learnt into practice!"

"It's awesome! You made me fall in love with Totara Learn, just with this e-learning course."



"I think it is the best open available source of enablement for an LMS solution I've ever seen."

"The webinar was exactly what I was after in understanding Seminars. It was also great as he answered all questions put to him throughout the webinar :)"

"Great speaker. Very valuable and interesting content. A lot of good takeaways."



Want to be part of the conversation with a vibrant and engaged community of like-minded learning professionals?

Last year alone we had:

- 4,500 active users sharing knowledge and learning together
- 50 free webinars from thought leaders and industry experts
- Hundreds of active forum threads
- 20 new courses on Totara products and best practice learning design
- 22,000 course enrolments in Academy courses
- 5,300 badges awarded for learning achievement

But that's last year. Just think what we can achieve this year. Do you want to be a part of it?

JOIN OUR COMMUNITY OF LEARNING PROFESSIONALS

Visit totara.community to sign up for free today

Director, Training and Development, Terminix

TOTARA LEARNING: AT-A-GLANCE

Totara is changing the way people learn, engage and perform in the workplace. Through innovative and flexible open source technology, we enable highly tailored learning solutions that give organisations the freedom to adapt in an ever-changing world.

WHETHER YOUR NEEDS are learning management, performance management or employee engagement, Totara has it covered. Our products include the award-winning Totara Learn, a functionally rich learning management platform and Totara Social, an enterprise social learning network designed to foster collaboration, communication and knowledge sharing. Totara products are open source, highly flexible and bring powerful freedoms to all organisations with formal and informal learning needs, both within the workplace and the extended enterprise.

WHY IS TOTARA THE LEADING ENTERPRISE SOLUTION?

There are numerous variables to consider when it comes to professional training or workplace learning, with most organisations consisting of many departments that require specific onboarding, training, skills, certifications and continuing education necessary to perform roles. Not to mention, your e-learning programme often needs to meet even more specific needs based on organisation size, location and other factors. Totara's flexibility and workplace-orientated functionality make it applicable for a wide range of industries and across organisations of various sizes and locations. Totara allows you to customise your site to align with your company's brand and specific organisational hierarchies to provide a streamlined e-learning solution that meets the unique needs across your organisation.



Used by over 1,800 organisations and 16 million learners across 47 countries, Totara is uniquely suited for learning initiatives in every industry, including finance, retail, energy, health, government and not-for-profit organisations. Customers range from small to large multinational corporations with over 500,000 employees – a testament to our innovation, robust versatility and scalability.

Through our expert global Totara Partner network, customers retain full control over service provision and can innovate, integrate and extend our products to align with business strategy as it evolves. Joining our growing community of Totara users offers many benefits:

- Sustainably lower cost of ownership with zero licence fees
- Peace of mind with professional commercial support
- Rapid innovation through open collaboration
- Flexible, scalable and offers easy customisation and integration
- Freedom from vendor lock-in through wide support from our expert Partner network

OUR MISSION

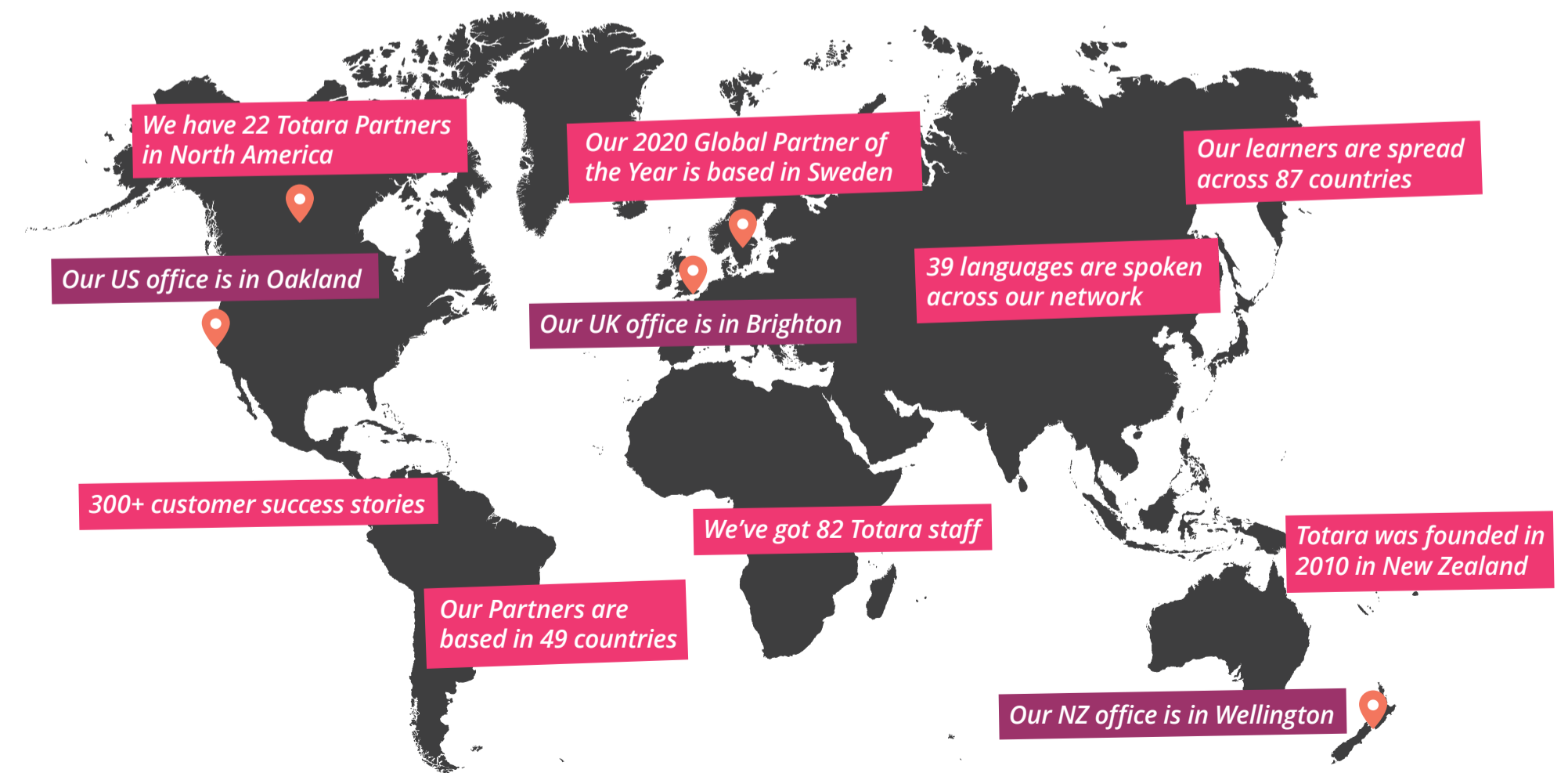
Totara's mission is to give organisations like yours the freedom to learn. That means empowering you to take back control from vendors and products which don't meet your ever-changing needs. There's a reason why organisations from all around the world choose Totara. Put simply, we put you at the centre of the decisions we make, while our diverse Totara Partner network has the expertise to help you achieve your goals. We know that it's essential to expect the unexpected in today's world. That is why we create great products that are open for you to customise to meet your new requirements - truly giving you the freedom to learn. Totara collaborates with our global Totara Community to ensure our product development is guided by real, validated requirements which keep you and your business ahead of the competition. Our commitment to continuous development ensures our customers always have access to the latest available features.

With our global ecosystem of learning and technology experts, rich feature set influenced by our customers, and easy integration with a wide range of learning, HR and IT systems, it's easy to see why so many organisations are making Totara their learning solution of choice.



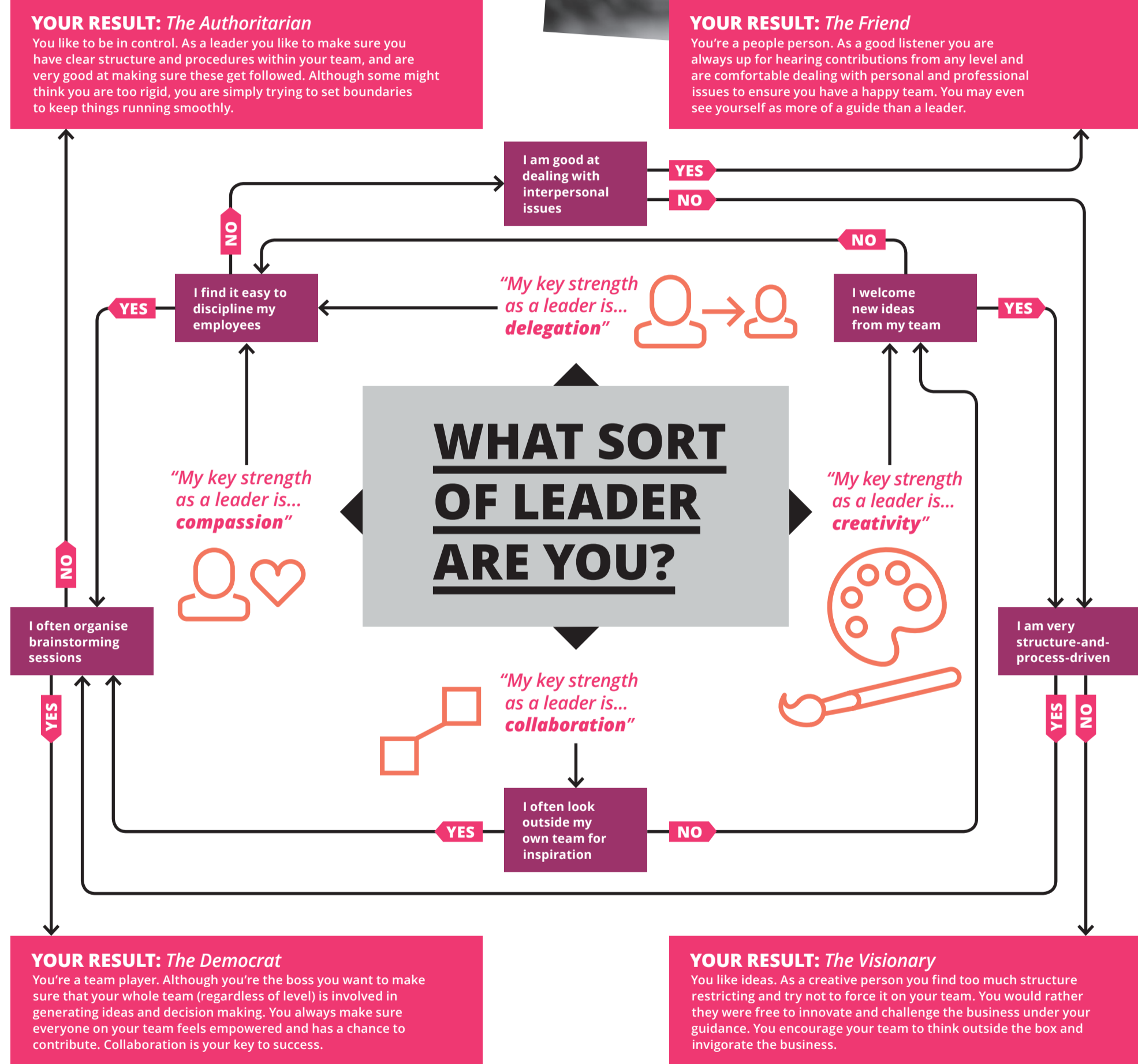
Get your exclusive insight into Totara Learning from our CEO Richard Wyles.

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TAKE ME TO YOUR LEADER

Start with your leadership strength and then follow our flowchart to see what kind of leader you are.



THERE ARE LOTS of different ways to lead a team and although none of these are necessarily right or wrong it is important to know your style, as well as the preferences of your staff to ensure harmonious working. Does your leadership style work for your team? Are there any adjustments you could make? The only way to really know is through feedback, which can be easily facilitated through a performance management tool.

Effective use of performance management can help any style of leadership. Ideally performance management is continuous, allowing clear and regular feedback - rather than that daunting once-a-year review. Whatever type of leader you are, offering good performance management will help motivate your staff and enable you to address any issues early on. Our products allow you to carry out appraisals and run 360 feedback - making the performance

management process as transparent as possible. You can make your reviews as structured (or as free flowing) as you'd like to suit your style. Having a tool to facilitate discussions will also help guide and direct conversations that might otherwise feel difficult or aimless. Don't forget to check out the Totara Academy, where we have a number of courses that take you through using performance management within your organisation. ✨

THE INSIDE SCOOP ON TOTARA WITH RICHARD WYLES



Richard Wyles, CEO, Totara Learning

Totara has been a leading force in the learning technologies space for the last 10 years, and continues to grow at an impressive rate. Find out more about how and why Totara was created, what it stands for in the industry and its plans for the future in this interview with Totara's CEO.

H I RICHARD! SO, first and foremost, what made you decide to launch Totara? In 2003, I secured some funding from the New Zealand government for innovation around e-learning. At the time, the government felt that New Zealand's education sector was falling behind the rest of the world, because New Zealand is a very small, isolated country. Our education sector is spread quite thin, so my concept back then was that going open source with learning technologies would be the best strategic direction. Following several years where I was involved in other open source projects, I realised I wanted to make a bigger impact, and I thought that this model would translate to corporate training.

How has Totara grown from its early beginnings in Wellington, New Zealand?

It started with me and three developers, and has now grown organically to over 80 staff. In the early days, we didn't know if we'd make payroll from month to month! We did it the hard way, but it keeps you focused and proves your business model pretty quickly. We definitely got the timing right - if we'd been a couple of years earlier our approach wouldn't have resonated, and a couple of years later someone else would've got in first, so we had the first-mover advantage.

What sort of organisations are using Totara?

There's been a steep and steady linear adoption curve over time. Massive organisations have great confidence in Totara, including US federal agencies like the US Department of Agriculture, financial institutions like Western Union, large retailers like Tesco, Dollar General, Levi and Gap, big banking groups, the NHS... for organisations like these, an open source solution like Totara is a no-brainer, and it's been very exciting to see that momentum.

What inspired your Totara Partner network model?

The Totara Partner network is an intrinsic part of our business model. We now have around 100 partners worldwide, and they are more than just resellers - they're true strategic partners for our customers. Our partners can target different verticals or groups of customers to fulfil their needs - it's mass specialisation. This dynamism is very hard for proprietary vendors to compete with. The learning technologies market is highly fragmented, with most vendors pursuing SaaS or cloud-based business models, which is highly competitive. Our open source approach gives us a big competitive advantage, as we can harness the expertise found across our global partner network to move with the needs of our customers.

“ I TRULY BELIEVE THAT OPEN SOURCE IS THE STRATEGIC FUTURE OF TECHNOLOGY ”

Why is open source so integral to Totara?

With open source software, there is an incredible process of innovation. Customers and partners are a crucial part of the innovation value chain. It's a winning model for us - it would've taken much more capital

and investment without the expertise from our network, and we would certainly not enjoy the global reach we have today. Also our R&D hub in Wellington is many miles away from 90% of our customer base, so without a collaborative model and close relationships with our partner network, we'll miss the mark on the innovation flow. It's not always easy, but it's in the Totara Partners' interests to ensure that the core product delivers what they need it to.

Many people believe that open source software is always free. Why isn't that the case with Totara?

Totara has always been 100% open source. In exchange for a transparent, standardised price for subscriptions, customers get stable, scalable, secure software with monthly maintenance releases and an enterprise feature set for a fraction of the cost of proprietary solutions. Because Totara is 100% open, you can turn it into whatever you want, and we've seen some amazing customisations. If a customer wanted to forgo support and turn off their subscription, this is also possible, though it rarely happens, as our

customers are happy to pay modest fees for the peace of mind of supported software. With Totara, organisations have the freedom to extend, customise, redistribute and rename their platforms - we just don't put it into the public domain from the get go.

Why is the ability to customise your software so important to your customers?

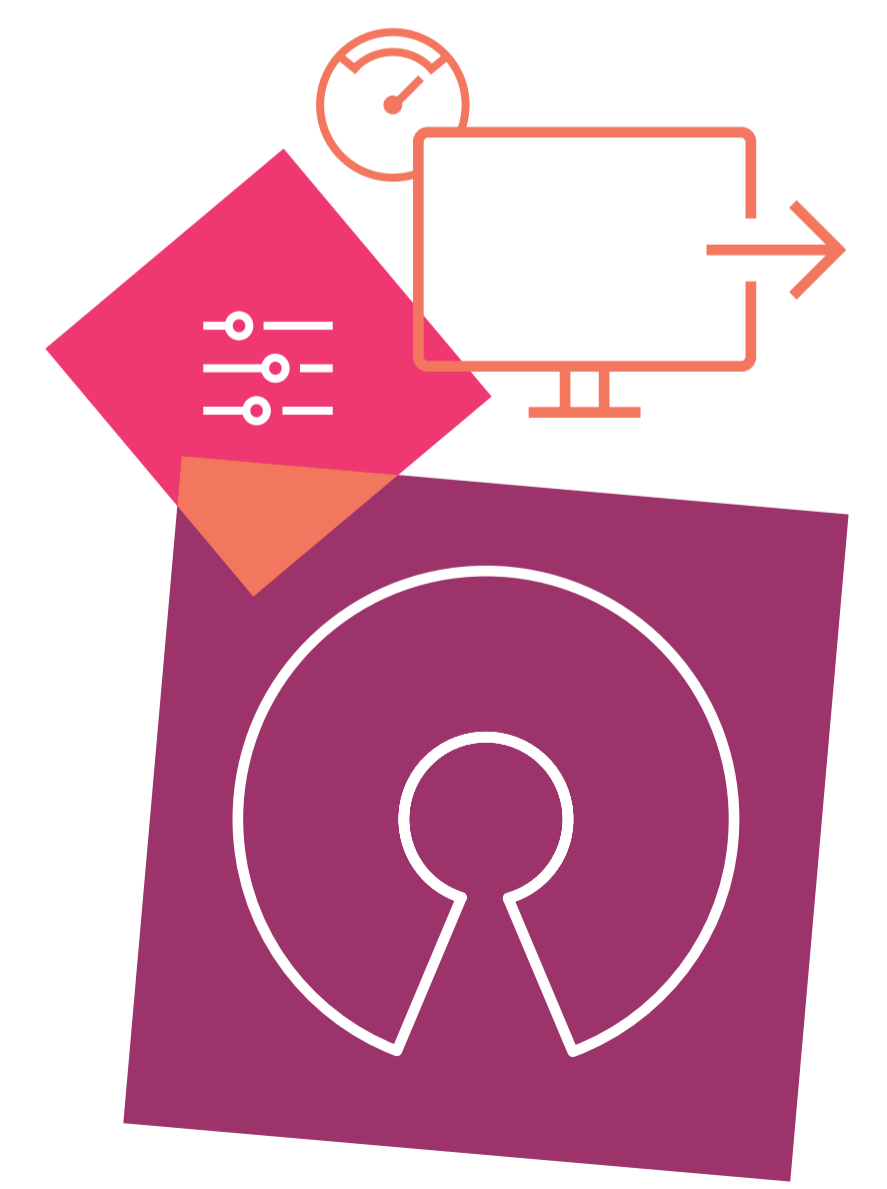
The last 10% of a software implementation project - making the system do exactly what you want it to do - can be the difference between a customer having a big smile on their face or a major annoyance. Time after time on review sites, I see people getting annoyed that they can't change terminology, move a button or change the font on their platforms, and this is what we give people the freedom to do.

Why do you think Totara enjoys such impressive growth rates?

We're playing a different game to the proprietary vendors. We won't be winning and dining our customers and taking them out for golf, and we won't be locking customers into five-year contracts and charging them large sums for it. Open source companies like Totara could charge a lot more than we do for the value we offer, but the price points are much lower because you're paying for services. It's a very honest business model with lots of transparency, and when competitors are inherently opaque about their price points, it's a no-brainer. It takes a certain amount of determination to do what we do, but once you start gaining momentum you just need to keep ensuring that you have the best value proposition.


What's next for Totara?

Other than the release of our new product suite, which will include Totara Perform, Totara Engage, a new version of Totara Learn and a new mobile app, there is definitely an opportunity around data analytics and machine learning. We have a user base of around 16 million learners and it's on our strategic roadmap to look into this in the next couple of years. We have a very robust report builder, but that sits within each platform. We could do some really interesting things around opt-in benchmarking. ✨







Learning Specialist, MPI




SAVING £1M
British supermarket **Tesco** saved over **£1m** on the cost of training.




38% REDUCTION
38% reduction in new employee turnover for the leading hotel chain **Jurys Inn** using Totara's flexible LMS.




SAVING \$300,000
With Totara Learn as their new learning platform, **Charles River Laboratories** was able to **save almost \$300,000 USD** and **1,000 learning administration hours** in one year.




CUT TRAINING COSTS BY 80%
Northumberland County Council saved **10,000 hours** of classroom training and **cut the cost of training delivery by 80%** in the first year of its Totara implementation.



The British private hospital group, **BMI Healthcare**, experienced a staggering **133% increase in compliance** and **saves £800,000 a year** with their LMS.




30%
Yamaha Motor saved **30% on training** by migrating to a modern, user-friendly Totara solution.




100,000 GLOBAL LEARNERS
The world's first digital humanitarian platform, **Humanitarian Leadership Academy**, delivers content to more than **100,000 learners globally**.

MAXIMISE YOUR RETURN ON INVESTMENT WITH TOTARA


More than ever before, organisations are seeking flexibility, cost effectiveness and scalability in their learning technology, which is why Totara has been taking the world by storm. So what makes it so popular?




3 MILLION VOLUNTEERS
American Cancer Society delivers user-friendly learning to **3 million volunteers** across the US.




LIVE WITHIN 8 DAYS
Volvo Cars' LMS went live within **eight days** for easy assessment of **53 car technician teams**.



> 5,000 OPEN BADGES
More than **5,000 open badges** have been awarded within **Shimano's multilingual LMS**.



€500,000 SAVING
Rabobank is set to save **€500,000** on internal administration and financial handling in 2018 thanks to training delivered via Totara Learn.



Want to see some examples of sports firms & organisations using Totara in the real world?

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LEARNING NEEDS ARE CHANGING - SO SHOULD PROCUREMENT PRACTICE



Lars Hyland, Chief Learning Officer

Buyer's remorse is a common issue for organisations procuring learning technologies. Lars Hyland explores the secrets of a successful procurement process, and what to look for in your next purchase.



THE TOP THREE business drivers for procurement leaders are cost reduction (78%), new products/ market development (58%), and managing risks (54%). Learning strategy and the associated technology investments are critical to realising these business needs. At the same time it's important to understand how learning is changing in the workplace. This will strongly influence your technology choices.

There is a growing movement away from reactive, 'just-in-case', generic, proprietary solutions where the vendor is in control. As we've seen, this typically yields the stop/restart, 'invest and stagnate' experience that characterises many learning technology procurement processes today.

Going forward, the workplace of the future needs to support 'just-in-time', continuous learning that is proactive and differentiated to the needs of each learner. Notably, adopting open technologies where you, the customer, are in control results in the cumulative benefits of an investment cycle that is adaptive by design.

STATUS QUO

- Learning 'just in case'
- Reactive, prescribed learning
- Generic solutions — one-size-fits-all
- Proprietary
- Vendor in control
- Invest and stagnate — stop and restart

NEW NORMAL

- Learning continuously 'just in time'
- Proactive, demand-led learning
- Differentiated solutions — mass specialisation
- Open
- Customer in control
- Invest & adapt — cumulative benefits



This change in approach must become a strategic priority. In Deloitte's 2017 Global Human Capital Trends report they concluded:

"The way high-performing organisations operate today is radically different from how they operated 10 years ago. Yet many other organisations continue to operate according to industrial age models that are 100 years old or more, weighed down by legacy practices that must be confronted and discarded before true change can take hold. As organisations become more digital, they must redesign themselves to move fast and adapt more quickly."

It is reasonable to suggest that procurement is one of the legacy practices that has yet to adapt to deliver the new digital foundations on which nearly every industry sector is being reinvented. It is also a natural conclusion to reach that organisations wishing to move fast and adapt more quickly need technology that is open and flexible and built to absorb that change.

RETHINKING PROCUREMENT POLICY
When buying any technology - and particularly learning technology - it is crucial that all stakeholders work closely together to ensure there is a shared understanding of the key business drivers within your organisation. People, and how you support their learning and development, skills and behaviours, must be a central pillar to the future success of your business.

That means the tools and technology you invest in must be strategically aligned with those goals and have the characteristics that enable you

to move fast and adapt. That means choosing open and flexible technology solutions, supported by vendors that are naturally collaborative, not combative.

This could become a core procurement policy that guides all RFIs and RFPs issued by your business. There is precedent for this. Governments around the world have recognised the benefits of open technology.

In the UK, a 2010 Government Action Plan on open standards and reuse concluded:

"Where there is no significant overall cost difference between open and non-open source products, open source will be selected on the basis of its additional inherent flexibility."

Retaining flexibility and control over the software investments you make is critical to your ability to remain agile and support change in your organisation in accordance with your own agenda - at the time, pace and cost that suits you, not the vendor.



Interested to read more about our other Insight guides?

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Want to know more? Take a look at the full version at totaralearning.com/buyers-guide

HOROSCOPES

Explore your learning destiny and discover what's in the stars for you this month.

ARIES
21 March - 19 April
Your LMS has been causing you trouble, hasn't it Aries? But don't worry - expand your horizons and embrace open source and your fortunes will change.

TAURUS
20 April - 20 May
If you've been thinking about social learning, Taurus, now is the time to introduce it into your learning programme. With a great platform comes great collaboration.

GEMINI
21 May - 20 June
Struggling to love your learning platform? We've all been there, Gemini. Next time you look for a new solution, prioritise flexibility, and the stars will align for you.

CANCER
21 June - 22 July
Don't let your money worries get you down, Cancer. It's time to cut that overpriced proprietary LMS out of your life, and make peace with cost effectiveness.

LEO
23 July - 22 August
You're ready for new challenges, Leo, and all the signs point to an LXP in your future. Just keep your enthusiasm from bubbling over and everything should go smoothly.

VIRGO
23 August - 22 September
Stop doubting yourself, Virgo! You know you've got it in you to make your next learning technology implementation the best yet if you just believe in yourself.

LIBRA
23 September - 22 October
Oh, Libra... your learning programme just isn't quite working, is it? But the good news is that that's all about to change... as long as you opt for open source.

SCORPIO
23 October - 21 November
Your stubborn streak means you often stick with the wrong learning platform for too long, Scorpio, but it could be time to admit defeat and explore pastures new.

SAGITTARIUS
22 November - 21 December
Sagittarius, look at you go! Your learning decisions to date have been solid - but don't rest on your laurels. A bit of creative thinking can take your platform to the next level.

CAPRICORN
22 December - 19 January
Feeling like you're stuck in a rut, Capricorn? It's never too late to rethink your learning strategy - and with flexible software, it's easy to make incremental changes.

AQUARIUS
20 January - 18 February
You've been busy haven't you, Aquarius? But are your efforts being recognised? Automated reporting is your new best friend to prove the ROI of your ideas.

PISCES
19 February - 20 March
Don't let others steal all the credit for your success, Pisces. It could be time to make that presentation to your stakeholders to show off about your LMS.



Domi Sinclair, Technical Writer, Totara Help

DEAR DOMI: TOTARA'S VERY OWN AGONY AUNT

Domi spends most of her days working on our Totara Help documentation, but today she is taking time out to answer some burning questions. If you have questions of your own then you can always ask them on the forums of our Totara Community site.

Q: Dear Domi, I've got a new colleague and it's my responsibility to add them to our Totara site. On top of this, when adding them I also need to add some extra information that is not contained within the standard profile form, as each member of staff at our company has a unique employee number. How do I add them with this additional information?

A: Domi says: Thank you for your letter, you have definitely come to the right place. Adding new users in Totara is easy and you can either do this manually, by bulk uploading a file or by connecting to an external HR system (if you use one).

As for the second part of your problem I would recommend using a custom profile field. Within Totara it is possible to add any number of custom profile fields to target exactly the information you want. Custom fields can be a checkbox, a date, a dropdown menu or text. For this particular requirement I'd recommend a 'text area' custom field. If you need more guidance on how to do this check out the Totara Help site - where you can search for documentation on how to add users and create custom profile fields.

Q: Dear Domi, My boss has asked me to report on course completion for each team within our organisation. I'm panicking a little because I've never done this before and have no idea how to get this specific information!

A: Domi says: First of all, take a deep breath, it will all be fine! Reporting in Totara Learn is very flexible so you can get out the information that you need. There are a number of embedded reports within Totara when you first get it, however you can also create your own custom reports.

If you have organisations set up within your Totara system then you can create a report

based on the Course completion by organisation report source. Otherwise you can create a report for course completion and filter it by the user's position. You can also group users by audiences and use this to filter the results. So there are lots of different ways you can get the information, the hardest part is deciding which works best for your organisation - but being spoilt for choice is certainly better than being restricted with no options!

Q: Dear Domi, We've recently started an exciting new relationship with Totara. This is my first time using Totara and I have no idea where to start. Please help!

A: Domi says: Welcome! We are so pleased to have you as part of our Totara Community! In fact one of the first things I'd recommend you do is go and join the Totara Community, where you can share and collaborate with an engaged network of like-minded learning professionals in our forums. The forums are also a great place to ask questions.

As part of the Totara Community you can check out the Totara Academy, which includes a number of courses and programs all about Totara - there's even a beginners course which would be perfect for you!

Oh, and I almost forgot - we also have a comprehensive range of documentation on Totara Help that will guide you through using all of the features in your Totara site.

I hope that gives you a nice starting point and good luck with your Totara journey. Please stay in touch!

Q: Dear Domi, I've been asked to run some training - which I've done loads of times through Totara before using SCORM packages that we create - however this training is face-to-face. How can I keep track of everyone coming to the training and any special requirements they might have?

A: Domi says: Totara is a blended learning solution, so it is perfect for supporting all kinds of training! If you are running a face-to-face training session then I'd recommend using the seminar activity in Totara. The seminar activity allows you to set up multiple training sessions with various times and locations. Participants can then register to attend, you can even have a waiting list in case your event is really popular! Seminar activities also allow you to capture additional requirements, so whatever you are worried about - whether it's dietary needs for catering or accessibility requirements - these can be captured during the sign-up process. There is lots more you can do with seminars, including requiring approval from specific users (such as managers) but I think that's enough to get you started. Happy training!

Q: Dear Domi, My Totara system keeps calling me a "Trainer" but at my organisation we use the term 'coach'. How can I correct the system so it starts using my correct terminology? It's very frustrating being called the wrong thing!

A: Domi says: It's frustrating when someone gets your name or role wrong! At Totara we understand that terminology can vary between, and even within, companies. Therefore within Totara it is possible to rename any of the roles. You can also duplicate roles so that similar roles within your organisation (that require the same level of permissions on the site) can both exist with different role names if that is what you need. We have full guidance on using roles in our Totara Help documentation.



LONELY HEARTS



Who is YOUR perfect match?

Mature international retailer, WLTM a flexible, reliable learning platform. Variety is the spice of life - I may want to switch partners in the future, so must be open to change.

Stylish hospitality organisation looking for an LMS with the right look and feel. I'm a very visual person, so must support video, infographics and slick animations.

Business on a budget seeks a cost-effective learning solution. My L&D budget has been slashed once again, so ideally I need an LMS that won't be a drain on my resources.

Control freak seeks LMS I can adapt to my exact needs. I WILL want to make my mark, so only enquire if you're willing to change literally everything about yourself.

Worldly tech firm, WLTM an LXP to further support my social tendencies. I want to build lasting, meaningful connections - could that be with you?

HAVE YOU TUNED IN TO OUR WEBINARS?

We're always sharing insights and new developments with everyone in the Totara Community. Check out these reviews of some of our 'Webinars on Demand', and be sure to take a look at the schedule of upcoming topics.



DESIGN TIPS FOR LEARNING DESIGN
Totara's resident creative Matt Stokes delivers an evocative, thought-provoking piece that reminds us all of the importance of striking visual design. Stokes effortlessly interweaves themes of typography and imagery to paint a utopian vision of digital learning for the 21st century.

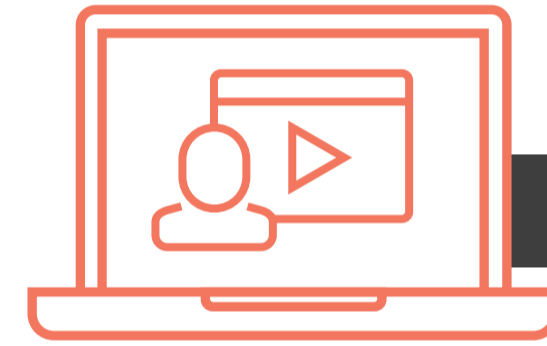
VERDICT: An invigorating and unforgettable experience - 5/5

BEST NOT-FOR-PROFIT PROJECT 2018
Indre Dragunaite, Head of Learning Technologies at IPA, explores how Totara can empower learners and learning professionals in non-profit organisations. This insightful piece leads the discussion in what learning means for a real-world organisation. Dragunaite's astute analysis reveals the transformative impact of Totara and makes a compelling case for how it can both improve learner experiences and save organisations money.

VERDICT: Strongly recommended - 5/5

BLENDED LEARNING DESIGN
This work from industry veteran Lars Hyland provides an unparalleled glimpse into the intricacies of delivering effective blended learning in the digital age. This timely exploration of sophisticated blended learning design highlights its significance for countless organisations. Hyland carefully crafts an infallible case for the place blended learning holds in the digital learning landscape.

VERDICT: A must see, do not miss - 5/5



You can find the listings for all of Totara's upcoming webinars here: totalalearning.com/webinars

All of our previous webinars are available to stream on demand here: <http://totalalearning.com/stream>

UP FOR A DOWNLOAD? TRY TOTARA'S RESOURCE REVIEW ROUNDUP

Maybe you're after an in-depth read for the commute, or looking for a bit of inspiration? We've got plenty of resources, guides and eBooks to download on the Totara website.



THE LEARNER SOCIAL CONTRACT
In the debut eBook by these two renowned authors, Lori and Lars delve into the importance of respecting your learners. The pair leave no stone unturned as they set out ten ways to ensure you're giving your learners everything they need to succeed, as well as highlighting the importance of providing quality training for your contingent workers. This shot to the top of the Totara eBook charts, and it's easy to see why. totalalearning.com/social-contract



WELCOME TO THE DIGITAL AGE OF HEALTHCARE
This is an eye-opening read for any learning professionals working within or alongside healthcare organisations. It explores some of the key challenges faced by healthcare employees today, and how we can provide learning to meet their training needs. In an age where training budgets are being slashed all the time and demands on healthcare systems are increasing, this is a poignant, vital read that will leave you buzzing with ideas. totalalearning.com/healthcare-guide



AVOID BUYER'S REMORSE: A GUIDE TO PROCURING LEARNING TECHNOLOGY
This is a must-read book for anyone who has ever regretted their learning technology choices, whether that's an authoring tool that's not fit for purpose, an expensive proprietary LMS or the VR headsets currently gathering dust in a cupboard. This guide digs deeper into where we're going wrong with our procurement decisions, and reveals how you can get back on track and avoid buyer's remorse when the next procurement process rolls around. totalalearning.com/buyers-guide



WHY COMPLIANCE IS CRITICAL TO CORPORATE SUCCESS
With only 39% of organisations saying they are thoroughly prepared for a compliance audit, this guide is one not to be missed. Described as 'unreadable' by industry experts, this guide delves deep into the ever-important area of compliance. totalalearning.com/critical-compliance



REVIEWS

THINKING CAPS ON...

Test your knowledge of Totara and learning technologies with this quick quiz – answers on page 13.

1: Totara shares its name with a type of:

- a) Fish
- b) Tree
- c) Bird
- d) Boat

2: Which of these is a commonly used file format for interactive e-learning?

- a) ISO
- b) PDF
- c) SCORM
- d) WMV

3: What is the most common method for delivering online learning materials?

- a) Learning Management Systems
- b) Direct hyperlinks
- c) Social media
- d) Learning Record Stores

4: Totara's headquarters is in which city?

- a) San Francisco, United States
- b) Manchester, United Kingdom
- c) Durban, South Africa
- d) Wellington, New Zealand

5: Which of these is NOT a learning theorist?

- a) Robert Gagné
- b) Benjamin Bloom
- c) Solomon Asch
- d) Roxana Moreno

6: What did the Open University find out about digital learning in their study?

- a) Digital learning cuts CO₂ emissions by 85% compared to face-to-face training
- b) Digital learning increases knowledge retention by 12%
- c) 98% of organisations now provide some form of online training
- d) 70% of learners prefer completing training on desktop computers

7: What is the study of teaching & learning called?

- a) Aristology
- b) Entomology
- c) Limnology
- d) Pedagogy

8: Miller's number states that we can hold how many items in working memory?

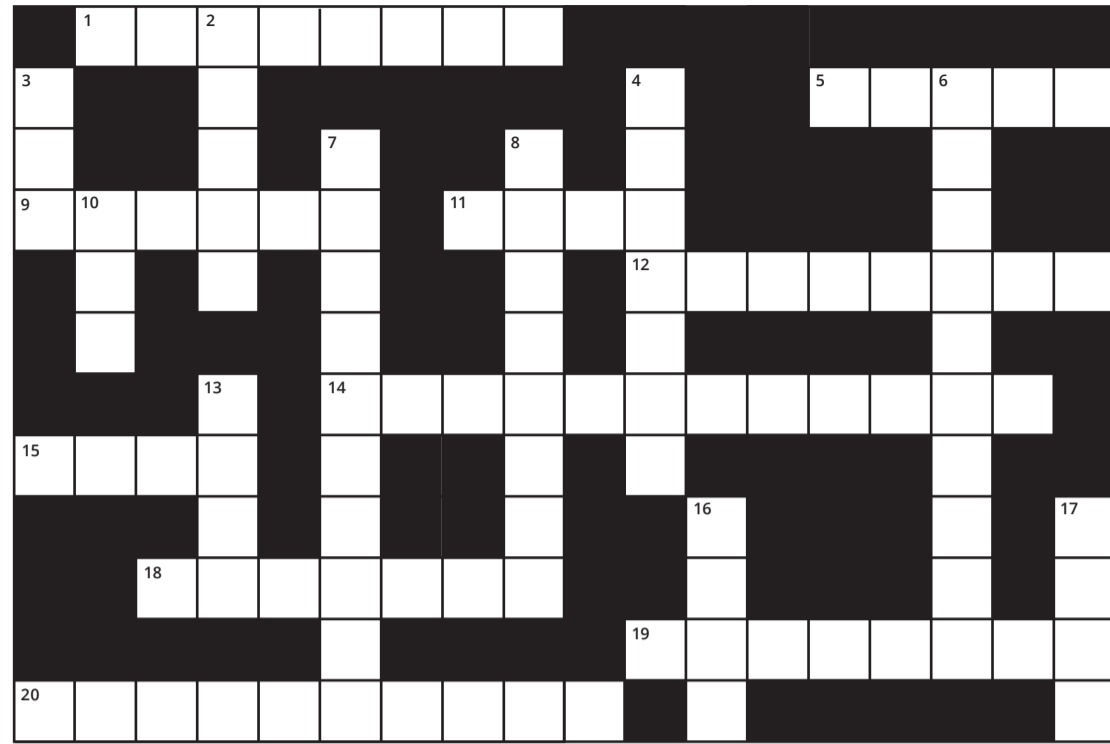
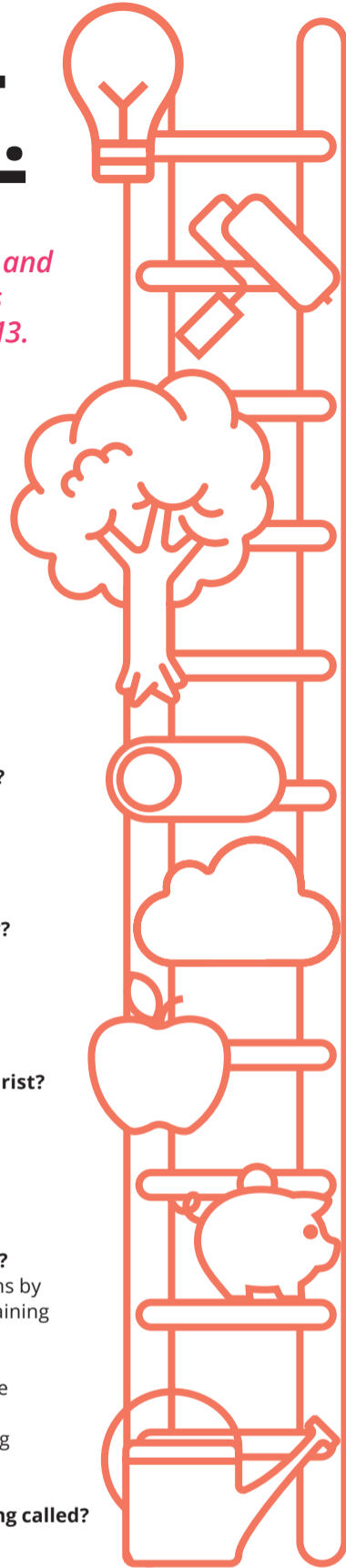
- a) 3 ± 1
- b) 7 ± 2
- c) 12 ± 4
- d) 25

9: What percentage of learners say it is essential to have access to training on mobile devices?

- a) 24%
- b) 44%
- c) 64%
- d) 84%

10: What does the acronym 'WCAG' stand for?

- a) Web Content Accessibility Guidelines
- b) Worldwide Compatibility Administration Group
- c) Web Compression Animated Graphics
- d) World Courses and Gamification



ACROSS

- 1 Live, online video or slideshow presentations (8)
- 5 Cirrus, cumulus or nimbus (5)
- 9 A software component adding specific features (6)
- 11 Initial outline helping you to achieve a goal (4)
- 12 A group of watchers (8)
- 14 Incorporating game elements into learning (12)
- 15 Difficulty level: not easy (4)
- 18 Liberty, Totara's four _____s (7)
- 19 Collaborators or allies (8)
- 20 A skill, knowledge or behaviour that employees can be recognised as possessing (10)

DOWN

- 2 Accessory denoting group membership or achievement (5)
- 3 Acronym, a site with an emphasis on curating and delivering learning content (3)
- 4 Energetic or changing (7)
- 6 Software for which original code is publicly available and modifiable (4, 6)
- 7 An agreement sealed with a ring (10)
- 8 The highest level of Totara partner, a precious metal (8)
- 10 Acronym for type of common platform used to deliver learning content (3)
- 13 Rule brought into effect in the EU dealing with personal privacy online, acronym (4)
- 16 Acronym used to describe the licensing and delivery of centrally hosted software (4)
- 17 Job or assignment you might find on a to-do list (4)

| | | | | | | |
|---|---|---|---|---|---|---|
| | | 7 | 6 | | | 3 |
| | 8 | | 9 | 7 | | 5 |
| 9 | 1 | | | 2 | | 7 |
| | 9 | | | | 1 | 6 |
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| | | | 5 | | | |
| | 6 | 4 | 7 | 3 | | 1 |



LEARNING PROFESSIONALS UNDERCOVER

Every job has its... quirks, shall we say, and working in learning is certainly no exception. That's why we're going undercover with a fictional, anonymous learning professional to discover exactly what it (might) be like working in an L&D team - so let's see how many of these challenges you recognise...



- 8.30am:** Oh good, just the 126 emails overnight. I wonder how many of these will be password reset requests?
- 8.43am:** 87. Excellent.
- 9.30am:** First meeting of the day. If anyone else suggests that we do some 'blue sky thinking' or 'push the envelope' with our next compliance programme I will scream.
- 10.55am:** Five minutes early for my next meeting. There are doughnuts in the middle of the table. Reckon anyone will notice if I snaffle one before anyone else arrives?
- 10.56am:** The early bird from the IT team has arrived. Better luck next time!
- 12pm:** A surprisingly productive meeting! I've come out with six full pages of notes for configuring our ancient LMS to make it run marginally better on our creaking IT infrastructure... let's see how this goes.
- 12.45pm:** Lunch! Time to flex my multitasking skills and juggle soup with a whole stack of training records...
- 12.47pm:** THERE IS SOUP ALL OVER THE TRAINING RECORDS.
- 1pm:** Crisis averted - a quick-thinking intern is going to transfer everything into a spreadsheet.
- 2.10pm:** Time has stopped. Another 53 password requests since this morning.
- 3pm:** Another meeting - this time about how we can incorporate VR into our health and safety training. We all work in a regular office. I despair.
- 4.15pm:** The meeting overran by just the 15 minutes! A mere 75 minutes to decide that VR is completely unnecessary for our programme. We're going to discuss again next month. Who knows why.
- 4.35pm:** On my sixth coffee of the day. Nearly time to go home. Time to pull some reports about our training this month.

ANOTHER FUN-FILLED DAY OF RUNNING IDEAS UP THE FLAGPOLE AND DEMONSTRATING SOME SERIOUS BLUE-SKY THINKING

- 4.55pm:** The report builder crashed a quarter of the way into the process. Can't wait to figure out what exactly went wrong tomorrow morning.
- 5.10pm:** I'll reset these final ten passwords and then I'm heading home.
- 5.45pm:** 12 passwords, three course resets and one troubleshooting call with a disgruntled forum user later and I'm out of here!

BUZZWORD BINGO

Every learning technology event has those familiar words. See how many you can spot today in our buzzword bingo!

| | | | |
|-----------------------|-----------------------|-------------------|-----------------------|
| GAMIFICATION | MICROLEARNING | LXP | ED TECH |
| SOCIAL LEARNING | COMMUNITY OF PRACTICE | CRITICAL THINKING | MACHINE LEARNING (AI) |
| BADGES | SOCIAL CONSTRUCTIVISM | RESPONSIVE | VR / AR |
| PERSONALISED LEARNING | STORYTELLING | MOOCs | ADAPTIVE |

SPOT THE DIFFERENCE



Here's a shot of Totara's stand at the ATD event in 2019. There are five differences between the two images below. Can you spot them all? Good luck!



QUIZ ANSWERS

- 1: b) Tree
- 2: c) SCORM
- 3: a) Learning Management Systems
- 4: d) Wellington, New Zealand
- 5: c) Solomon Asch
- 6: a) Digital learning cuts CO₂ emissions by 85% compared to face-to-face training
- 7: d) Pedagogy
- 8: b) 7 ± 2
- 9: c) 64%
- 10: a) Web Content Accessibility Guidelines

TIME OUT

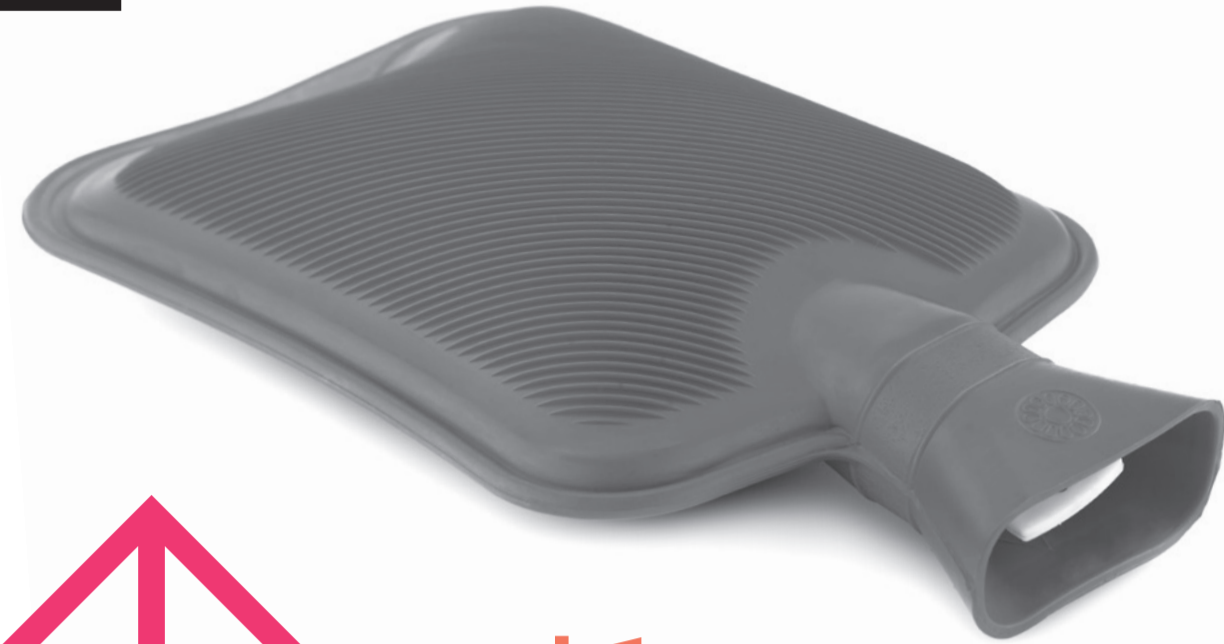
Got a taste for testing? All our Totara Academy courses end with quizzes to test learners' knowledge. See more at Totara.Community

LEARNING TRENDS: WHAT'S HOT & WHAT'S NOT



Struggling to keep up with the endless torrent of 'next big things'? Help is at hand - get up to speed with what's hot and what's not in learning with Matt Linaker.

Matt Linaker,
Customer Success Manager



WE'RE ALL VERY fortunate to work in an industry that is constantly pushing boundaries, grappling with new technology and ensuring we meet our clients' and learners' ever-changing needs. As a result, there are always new trends to keep up with. Each year, Donald Taylor releases the Learning and Development Global Sentiment Survey (donalddtaylor.co.uk/survey) which asks 'What do you think will be hot in workplace L&D next year?'. We've included some of his research to show some latest training trends.

WHAT'S HOT!

WHAT'S NOT!

PERSONALISATION & SOCIAL LEARNING

Personalisation and collaborative/social learning are seen as very valuable to the learning community. They've been hot topics for several years and will likely top the trend charts again in 2020. As we live in an 'information society', knowing which information to trust, review and learn from can be a challenge. Having trusted peer support as well as a personalised learning programme that recommends learning just for you are seen as essential for individuals as they upskill.

LEARNING ANALYTICS

We're able to gather more data than ever before about what, when, how and why people are learning. Using data allows us to understand where people need more support and ultimately create better learning environments. Knowing how to gather and utilise data is a challenge for learning professionals and an area that requires upskilling.

LEARNING EXPERIENCE PLATFORMS, MOBILE DELIVERY & PERFORMANCE SUPPORT

The LXP (learning experience platform) market has grown enormously with an ever-increasing focus on how learners experience their training. The main trends of social learning and personalisation are pushing technology companies to rethink their platforms to ensure that learners are recommended personalised learning pathways. Easily collaborating with peers is also seen as essential for an LXP. It's an exciting year for Totara as we release a new mobile app, learning experience platform and performance support software. Keep an eye out for Totara Perform, Totara Engage and our mobile app.

VIRTUAL & AUGMENTED REALITY

These allow us to create training that is immersive and realistic. Designers can create simulations that allow people to experience situations that are too dangerous to train on by safely replicating potentially dangerous environments such as burning buildings for firefighters. Of course, VR and AR can be an expensive training option so it's not something that everyone is able to use in their workplace!

WHEN CREATING TRAINING we've got to balance saving time, creating something purposeful and ensuring people are actually learning. Here are some things to be aware of and reflect on when building your next set of training:

TEMPLATES & CLIP ART

While templates can be useful, we know that if all your training modules look and feel exactly the same, then your learners may tune out too quickly and easily.

WORKING WITHOUT DATA

Data is becoming more and more important when delivering training. It can help to reveal early insights so that you can ensure there's a solid return on investment and you can avoid learners dropping off or becoming disengaged. Not using data would be a mistake.

LEARNING STYLES

Learning styles are a myth! When it comes to discussing learning efficacy, let's leave learning styles at the door and focus on what works with evidenced, data-supported practice.

"NETFLIX OF LEARNING"

Should we really be comparing an entertainment platform to our learning strategies? Netflix wants to keep you consuming content by actively promoting new entertainment to you. But as learning professionals, we have the opposite goal of getting you to the answers/guidance you need quickly and then getting out of the way. So let's change the channel on that one!

WE CAN'T TALK

about what's hot without talking about the frostier side of training. What goes up must come down after all! The training industry can be guilty of the odd cliché, and our 'What's not' section includes some insight from Lars Hyland and Lori Niles-Hofmann from their eBook 'The Learner Social Contract' (totaralearning.com/resources/learner-social-contract). In this new decade, learners will have access to more content than ever before. Ensuring that learners have a positive experience so that they can quickly find trusted, peer-reviewed content that will match their goals and objectives as a professional is more important than ever before. 🍀

SIGN IN TO OUR SECTOR SPACES...

Bringing people together is what the Totara Community is all about. We love giving you the ability to share questions and ideas with each other (and us). The sector spaces in the Totara Community let you engage with like-minded others who work in the same industries as you.

THERE ARE SECTOR spaces for a variety of areas including healthcare, government, retail, technology, energy, and professional services. If you work in any of these industries then you can join the relevant sector space for free. Within the sector spaces you'll find forums for discussing the unique challenges and opportunities of your industry and how Totara can help. Talk about best practice for using Totara products in your industry with other like-minded individuals, and solve problems together. There are also curated resources, specific to your field, including Totara case studies and articles from both Totara and around the web.



All of the Totara Community sector spaces are moderated by members of the Community, who work within that particular industry. This ensures each sector space is led by experienced industry professionals who are also Totara users - making for more authentic connections and discussions. In some cases regional industry groups will arrange in-person meet-ups through the sector spaces, allowing you to make even deeper connections with other Totara users in your field.



If all of this sounds like what you are looking for then why not take your Totara journey to the next level today. Simply sign up to the Totara Community (for free at totara.community) and then join your industries sector space (all conveniently located on the dashboard). Interested, but don't see a sector space for your industry? If you know this is something your professional community would find valuable then why not talk to the Totara Community team at community@totaralearning.com. 🍀

TOTARA TAKES POLE POSITION SUPPORTING SPORTS ORGANISATIONS!

At Totara Learning, we love going out into the world of sport and leisure and getting big results.

TOTARA'S PARTNER NETWORK ensures that some of the biggest players in the world of sport are using Totara to meet their training and development needs - practice makes perfect after all! Here's an introduction to the Totara sporting stars making a big impact.



halfords
synergylearning

HALFORDS is a retailer of car parts, car enhancement, camping, touring and bicycles. Within Halfords there was a need to deliver a consistent level of learning in a structured format, so that colleagues and the business could recognise personal and corporate capability levels. Halfords chose Synergy Learning to implement Totara Learn. Have a look at some of the core stats from the project:

- Customised theme design
- Customised course completion status feature
- Seminar management plugin so seminars are managed in a more robust, centralised manner
- Gamification
- Company-wide HR reporting

The FA
kineo

FA EDUCATION is the educational arm of The Football Association, responsible for the delivery of a qualifications and CPD framework to multiple disciplines. These disciplines include Coaching, Refereeing, Psychology, Sports Science, Medical, Safeguarding and Talent ID (scouting). The FA worked with Kineo to modernise their approach to learning. Have a look at some of the core strengths of the project:

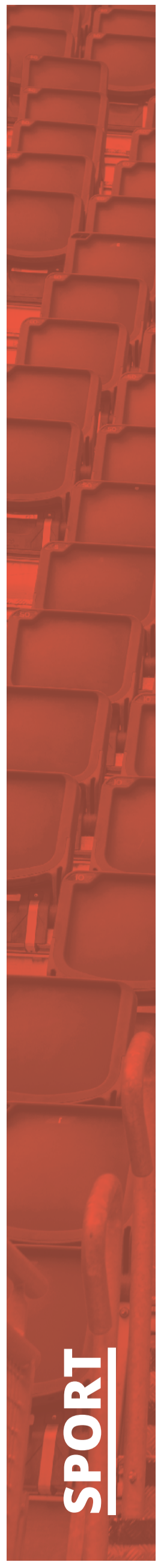
- Full blended learning programs
- Cookie-based single sign-on with data mapping, integrating with The FA website's registration and login
- Plugin approach to developments
- CRM integration

SHIMANO
Neo

SHIMANO is a Japanese multinational manufacturing company. Among other things, they make high-quality parts for bikes. Shimano wanted to reach the vital audience of bike mechanics who maintain their reputation in multiple countries and languages. Shimano wanted to go beyond product knowledge to certification. Highlight reel:

- Tailored learning programs (e.g. by role or type of bike) with open badges.
- Over 160 programs and over 250 courses are available in 13 languages
- Custom notifications built on audiences to create targeted communication

→ To learn more about our key players in the sports and leisure world, take a look at our customer stories under Sport & Lifestyle on our website totaralearning.com





totara

Freedom to Learn



YOUR BUSINESS
HAS CHANGED,
WHY HASN'T
YOUR LMS?

*Product Training Specialist,
JLG Industries*

*Totara gives businesses
worldwide the freedom to learn*

*Register for the Totara newsletter to stay up to date with the
latest Totara news, product updates, resources and events:*

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WWW.TOTARALEARNING.COM