

ETIQUETTE & MANNERS

20 ESSENTIAL RULES FOR LEARNING MASTERY



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Dear Reader,

Etiquette is an art not lost on those who strive for excellence and the highest regard from one's peers and for one's self. It is a skill of gentility, a decorum of conduct, which honed over time becomes a form of generosity bestowed upon one's circle of society. Indeed, it is a gift one gives to others. Some may not receive it as such, and upon them we shall not cast a harsh eye. Those who do accept the effort of our benevolence shall often respond by elevating the standard by which they interact with others. In this way, etiquette is contagious (metaphorically speaking, of course) among communities and can be both taught and learned. By adhering to the guidance in handbooks such as this, it will become quite second nature as you improve in skillfulness. May we all aspire to continue our pursuit toward a perpetual politeness!

Let it be clarified that this handbook outlines two separate sets of etiquette — one for those who practice learning and development as a profession and another for those for whom assignments of learning have been set forth. Both sections may be read in their entirety or taken in smaller doses, absorbing perhaps only a rule or two a day, if one wishes to modestly practice a single manner before advancing to another. Certainly, it is expected that you return to restudy these rules repeatedly, as it will take some allotment of time before you have committed each to memory and have fully incorporated them into your daily disposition and deportment.

Yours in courtesy,

Sir Lennington





ETIQUETTE

for purveyors of
LEARNING & DEVELOPMENT
PROGRAMS

IMPLEMENT IN A TIMELY FASHION

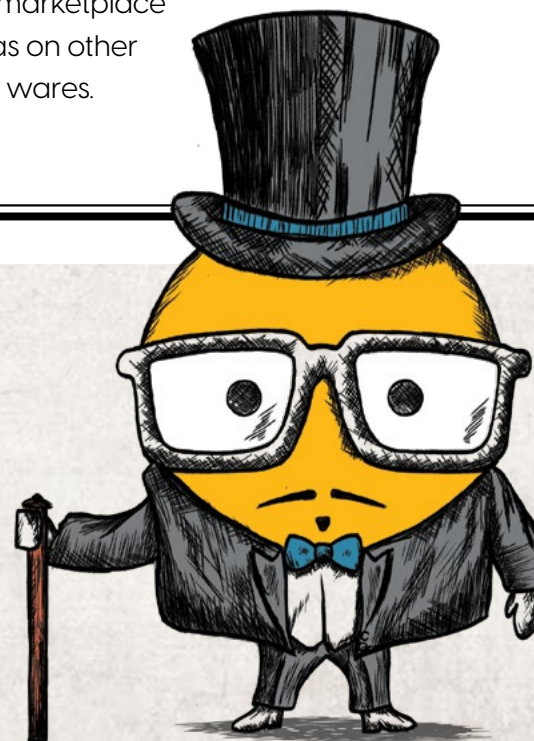
As it has become quite commonplace for learning and development professionals to seek new solutions, particularly in the designation of a learning management system, business society at large has come to approve this behavior, so one shall not fret over being judged for desiring a better offering than what one presently owns. However, one must not dillydally and shall make such decisions forthwith!

A more sophisticated solution (Sir Lennington recommends Litmos among its competitors) will enable you to quickly implement because of its superior engineering and thus swiftly move on to the important business of learning. Once up and running, do be free of tattling; it is ill-advised to slander or defame the inferiority of your prior solution. Such language is improper, and we must instead focus on the positive outcomes of our more sensible choices.



INTERMINGLE WITH WORTHY WARES

Once at ease with the selection of your learning management system, it is within today's mores of morality to allow it to intermingle with complementary solutions. **A favorable choice among cosmopolitan companies is to integrate learning into the customer relationship management (CRM) system**, by which people may access targeted training while working within said system, never having to enter the learning system directly at all. How convenient! Also trending in savvy circles is the incorporation of web conferencing into the learning environment – a fabulous and friendly option for communing face-to-face. Your learners will surely appreciate your thoughtfulness in providing a stylish salon for social learning and interaction. If one finds further time for shopping, Sir Lennington suggests perusing the Litmos marketplace for ideas on other worthy wares.



DARE NOT OVERINDULGE IN DESIGN

We must maintain a modest stance in modifying our learning management system! **It is indeed a tiptop recommendation to customize your instance "to match and model the appearance of your company's brand. However, let us not step outside the boundaries of what is good and respectable.** We do not need flamboyant colors nor extravagant expressions of individuality! There may be a time and place for these outlandish behaviors, but it is not within the smart, coherent confines of the learning management system, which shall ideally be clean, streamlined, and easy to navigate. Simply stated, stay within the margins of your marketing brand guide and follow the straightforward customization capabilities inherent in a system such as Litmos. Your learners will love the look, if you make it feel familiar, rather than frivolous or fancy.



CREATE COMPELLING COURSES IN A KIND ENVIRONMENT

Learning occurs as the perfect outcome from a combination of content and circumstances. If we only have one or the other, thorough learning is unlikely to transpire. For instance, if we have engaging content but it is very difficult to access, then the learner shall be stifled. Similarly, if we have a welcoming environment filled with feeble content, learners will languish in longing for more stimulating material. **To suit all the senses of our learners, let us put an intent eye on the merits of content authoring within a strong, supportive learning management system.** Formerly, content authoring was an activity performed outside of the learning platform. No longer true! Now, learning professionals may take advantage of built-in authoring tools that enable the creation of compelling courses and make it easier to produce relevant learning content quickly, as needed, within the existing learning platform.



CURATE WITH A DISCERNING EYE

A wise person once advised: "Let us not reinvent the wheel." So, let us not do so when producing learning content. Yes, you will continue to create proprietary courses that cannot be purchased otherwise, but when providing more universal content, such as compliance, sales mastery, service excellence, and other time-tested skills, it is wholeheartedly recommended that you curate this material from an off-the-shelf library. **You will save yourself and your colleagues immense effort by seeking ready-made collections that can be instantly included in your learning management system.**

The burden of responsibility for updating these courses shall not fall upon your shoulders either; the leading content proprietors automatically update their offerings to be au courant.



GRANT PURPOSEFUL PATHS

A sophisticated learning program will employ a strategic perspective, beyond thinking only of individual courses and singular assignments. As we expand our minds to include the broader organization of courses, we may create prerequisites for learners to proceed along what are best described as learning paths (i.e., intelligent groupings of related courses). It is most considerate to the success of learners to allow them to develop more fully than by a single course in isolation. **Learning paths pave well-designed avenues for more thorough development in an area of study.** In the learning management system, an administrator may add courses to a learning path and automatically advance learners through the grouping, such that final completion is achieved not by the taking of any individual course(s) but by the holistic consumption of the entire collection.

TRAIN FOR PROFICIENCY, NOT PERFECTION

As purveyors of training programs, do we sometimes exclude ourselves from the benefits of learning? The Dickens we do! This shall not stand, as we must commit to educating ourselves as much as we educate others. **The utmost recommendation from Sir Lennington is to train in the finer capacities of the learning management system itself to the extent that we become masters of the technology.** Often, mere percentages of a system are put to good use for the simple fact that the administrator is unaware or unable to leverage its full power. Let us end this ignoble practice this instant! Engage in continuous training so that you become a more proficient professional. We strive not for perfection but for distinction in delivering training in the most meritorious ways possible, clearly demonstrating our command of the systems over which we have dominion and control.

BRING FORTH LEARNERS SWIFTLY

A daunting challenge among professionals in the learning and development trade is that of adding learners to the management system and making proper course and learning path assignments to aid in their professional and personal development. Alas, one may engage in manual tasks to accomplish these goals but that is likely to be tedious and perhaps even error-prone. **To exercise the swiftest capabilities in bringing new learners forth, Sir Lennington recommends an automated system such as Litmos, whereby one can automatically assign content, teams, and brands to a learner, based on a defined set of rules.** We do love rules! Indeed, they are driven by user profile fields and content completions, and make the management of learners much simpler and requiring of far less effort than any manual attempts at doing so.



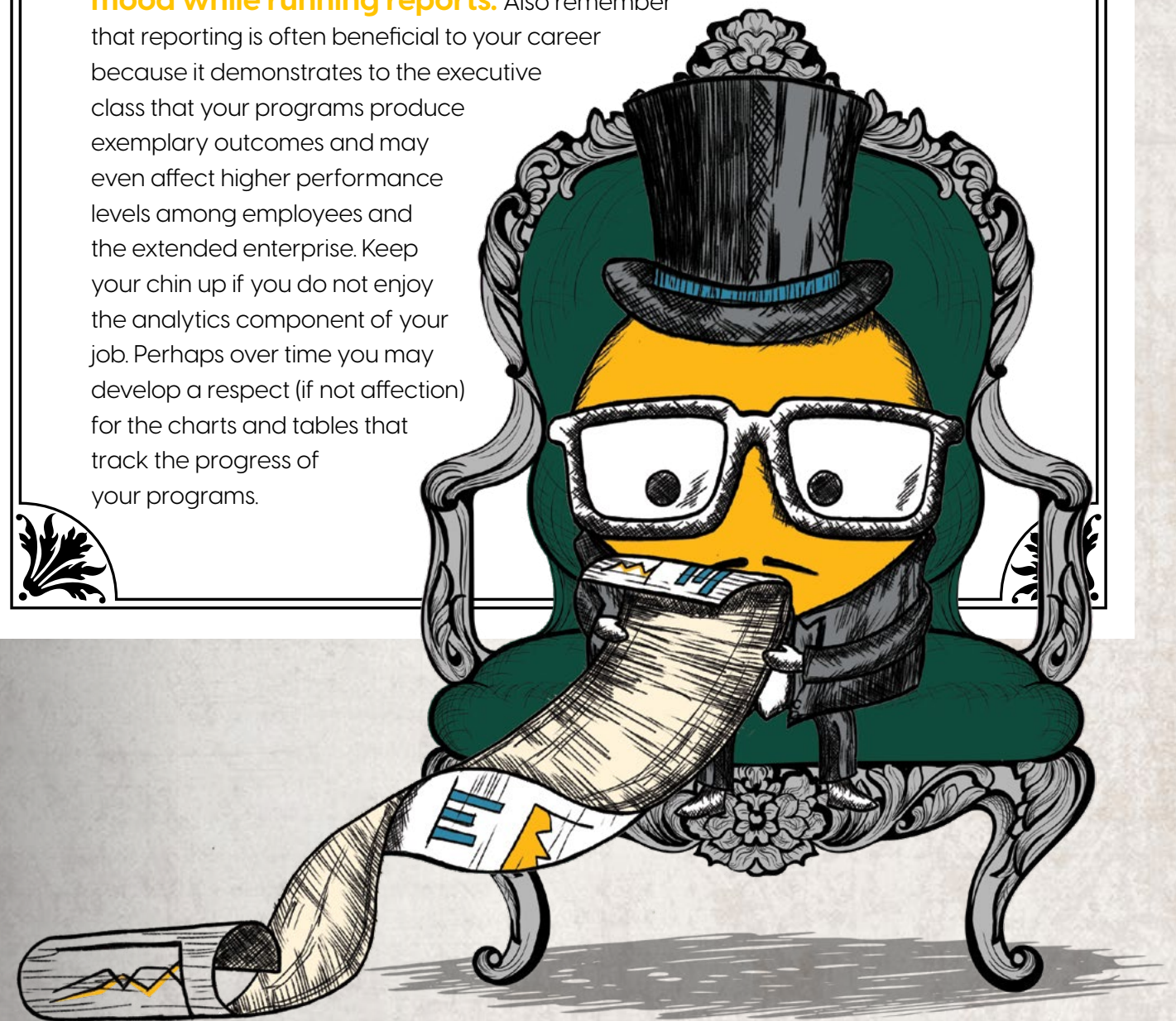
MAINTAIN A TIDY LIBRARY

It is our duty as responsible adults to maintain meticulous levels of cleanliness and organization. One cannot adhere to even the most basic etiquette practices if one's life lacks the simple standards of neatness. As such, we must extend our requirement for tidiness into the realm of learning libraries. Has some content become stale? Are courses still available that are out-of-date in their teachings? Good gracious! **It's time we sweep the dust from the shelves and offer only what is fresh and modish to our learners.** Perhaps setting a regular schedule for reviewing your library is in order. It would be deemed prudent to perform a clean-up quarterly, and this shall not present any undue stress upon your calendar as it is relatively infrequent, yet often enough to be effective in your efforts for rigorous organization.



REPORT & ANALYZE DUTIFULLY

Every vocation contains elements of tediousness that must be scrupulously performed, regardless of whether they offer fulfillment or satisfaction. For many practitioners of learning and development programs, reporting and analysis can be categorized as such. **Sir Lennington recommends making subtle but meaningful adjustments to your attitude regarding reporting by trying techniques such as smile therapy or mindful gratitude, both of which can be useful in uplifting one's mood while running reports.** Also remember that reporting is often beneficial to your career because it demonstrates to the executive class that your programs produce exemplary outcomes and may even affect higher performance levels among employees and the extended enterprise. Keep your chin up if you do not enjoy the analytics component of your job. Perhaps over time you may develop a respect (if not affection) for the charts and tables that track the progress of your programs.





ETIQUETTE

for learners in the
POLITE SOCIETY OF A
BUSINESS

MIND WHAT'S MANDATORY

Dearest learner, we must make time for what has been assigned and we must trust in the greater cause of our learning culture. At times you may feel strained to complete courses that have been put in your path and marked as required; however, the learning and development experts in your organization do know what is best for you, as you develop both professionally and personally.

Do keep an open mind and embark on courses with an attitude of acceptance that learning is meant to help not hinder. You may even be surprised by courses you initially disregarded, as some training will expand our understanding of a subject or deepen our skillsets in ways that we did not expect. It is most polite to persist in completing our learning paths with a gracious demeanor and a respect for those who have toiled to create the content and materials.



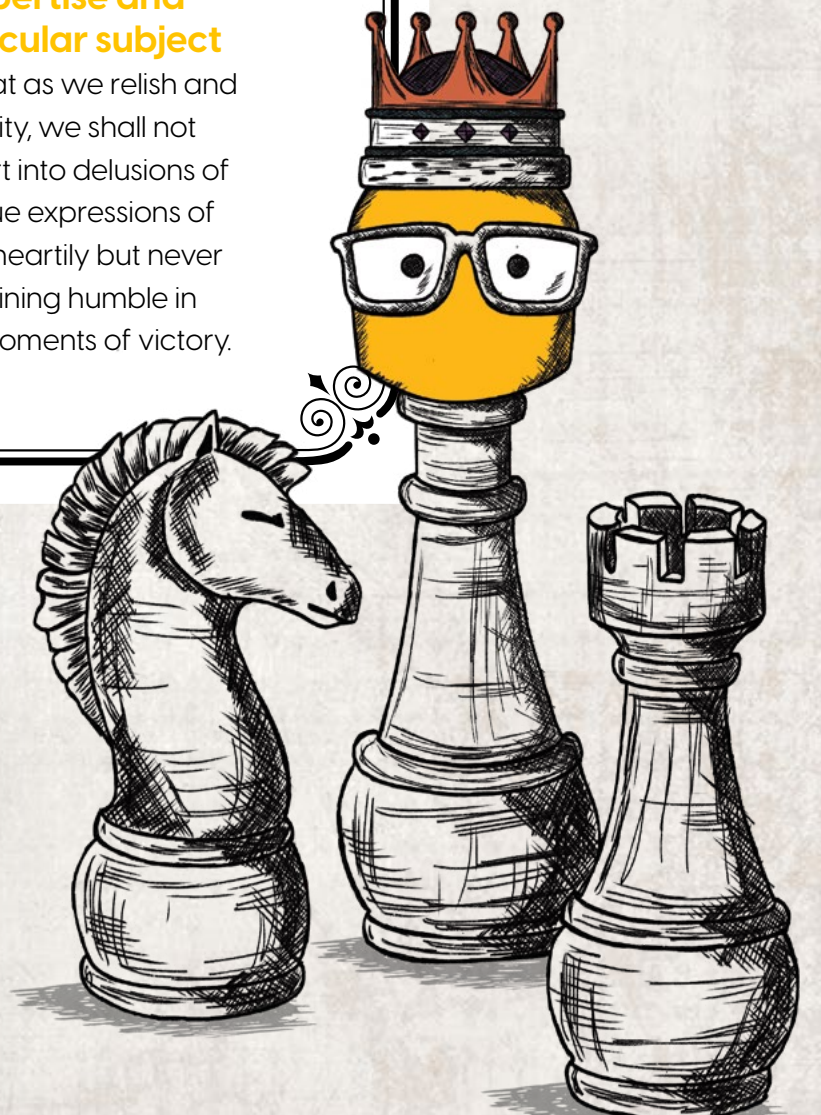
CONSUME IN MODEST QUANTITIES

We must keep our appetites in check! It is most unbecoming to indulge in overconsumption of content of any kind but thank the mighty heavens that we are not challenged as such to consume large servings of learning content! It is truly out of fashion to do so or expect as much of colleagues. **Microlearning is much more à la mode and suitable to today's savvy learners looking to accomplish the most in the least amount of time.** Shorter courses and modules make ideal sense for busy professionals and lend themselves very well to repeated viewing, for greater retention of skills and information.



GAME HEARTILY BUT HUMBLY

The thrill of sport excites and energizes even the most subdued among us! It is the mode of the day (and quite stylish indeed) for learning management systems now to include gamification features that promote genteel competition among teams and individuals. How delightful! **We may strike a score upon the leaderboard or earn a badge or certification, as we display to colleagues our expertise and command over particular subject matters.** Let it be said that as we relish and rejoice in these feats of ability, we shall not allow our thoughts to distort into delusions of grandeur or other grotesque expressions of superiority. We shall game heartily but never indulge in vanity, thus remaining humble in even our most cherished moments of victory.



MOVE WITH MOBILITY & GRACE

Lest we be stationed at an immovable desk for the duration of the day, one is encouraged to move about freely as one performs one's daily duties. It is a pleasure indeed to venture outdoors or to a neighborhood café or to other communal places that suit your fancy, as you complete your work tasks throughout the course of a day.

The very best learning management systems easily transport to mobility, so that one can complete training assignments from a location other than the formal office. It is a joy that we can gracefully transverse geographies even beyond our closest localities, taking the opportunity to travel and explore, while remaining true to our professional obligations.



CONFER A CHEERY DISPOSITION

Many members of urbane society have grown accustomed to being visible via a video camera for meetings, courses, and conferences. Sir Lennington raises a rousing cheers to how well many have adjusted to becoming on-camera aficionados, mastering the finer skills of facial enhancement, custom backgrounds, and streamlined sound. But alas, some still struggle with proper muting (an epidemic!) and a share of the population has suffered a snafu regarding improper dress, uncouth cameos by roving pets and family members, and stars forbid, forays into the powder room or other unpleasantness. **As we evolve to better ourselves in the ways of web conferencing, let us begin by practicing our most cordial expressions of face and word.** We need not witness another wayward eyeroll by one who has not perfected the ceremony of convening before a live camera.

SENSIBLY SHARE OPINIONS

Today's learning management systems extend themselves beautifully to the collection of feedback and opinion. Whether issuing a five-star review of a recent course or crafting an appreciative note to an instructor, it is a great gift for learners to be able to share thoughts and insights that ultimately help learning and development professionals improve the quality of their offerings. **It is encouraged to actively provide reasonable, respectable feedback and to expect responses or changes based on that input.** Sir Lennington reminds all learners to be kind, however, even in extending constructive criticism of a course or facilitator. Let us not forget that feelings are delicate, and words can harm even when wrapped in the best of intentions.

COMPLY WITH UTMOST COURTESY

Ah, compliance. It is a foundational element in any corporate training program, but often one that is not embraced by learners due to its rather dry, perhaps uninteresting content. However, the most prosperous companies are elevating earlier standards by creating attractive, video-based content and even adding gamification to compliance courses to increase learner involvement and stimulation.

As a learner, it is most elegant to meet your compliance requirements swiftly, no matter the quality of your company's content.

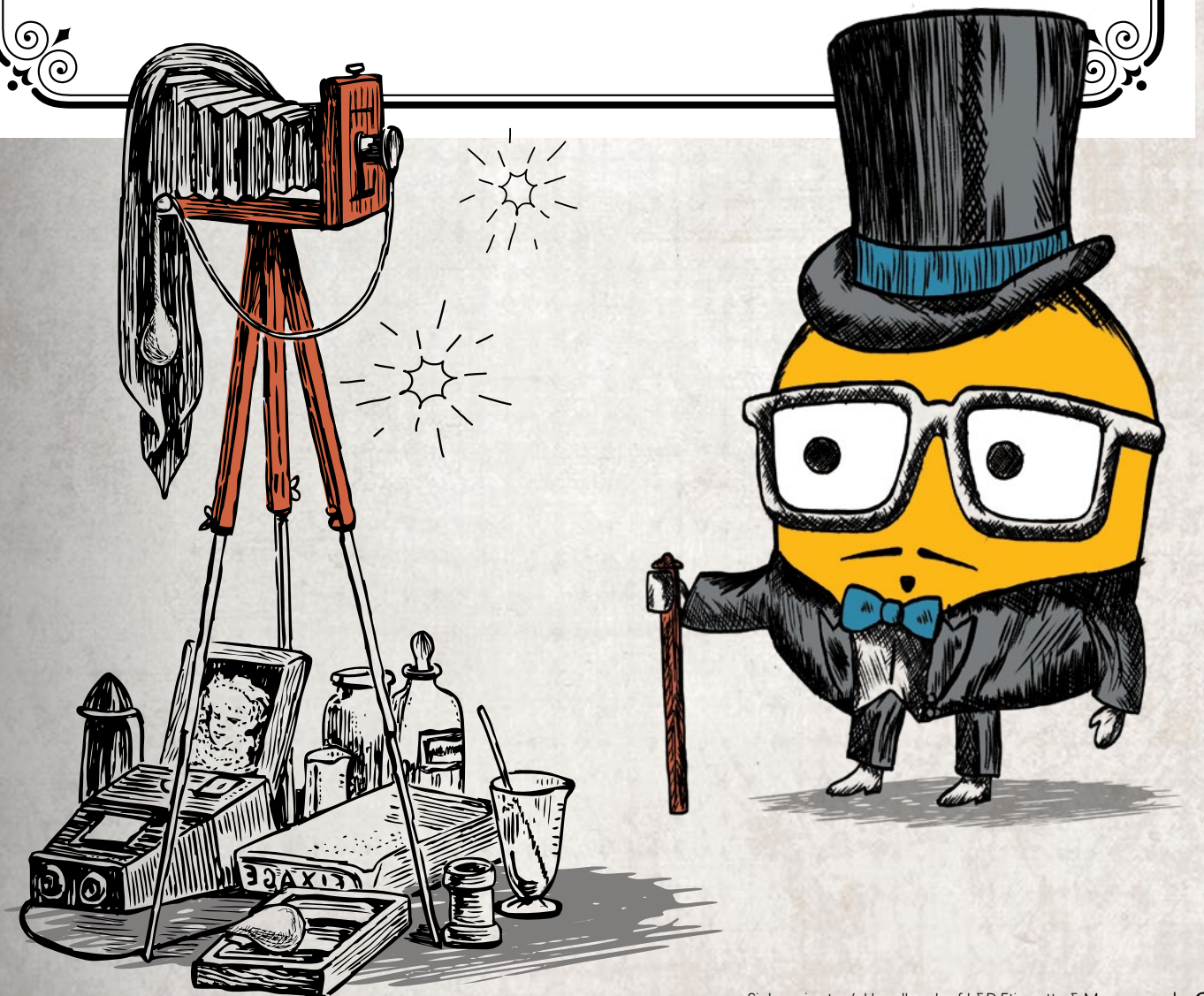
While some people do enjoy consuming compliance content, it is your responsibility to comply courteously if you are not among this class of people. Remember, you are serving the greater good of your organization and being a fine corporate citizen is among your most dignified callings.



GRACIOUSLY ACCEPT ASSESSMENT BY OTHERS

The wondrous invention of Video Assessment has emerged in sophisticated circles as an immensely attractive mode of learning. What a captivating approach to showing one's abilities! You simply film yourself performing a required work task and then transfer the video into your learning management system, where an artificial intelligence screening will take place as well as a viewing by your superior, after which you will receive feedback on how to improve at the recorded task.

We must accept both machine and human observations as useful, even if challenging, and shall not exhibit the vulgarity of claiming to know more than others or the pomposity of not discovering ample room to improve at any undertaking.

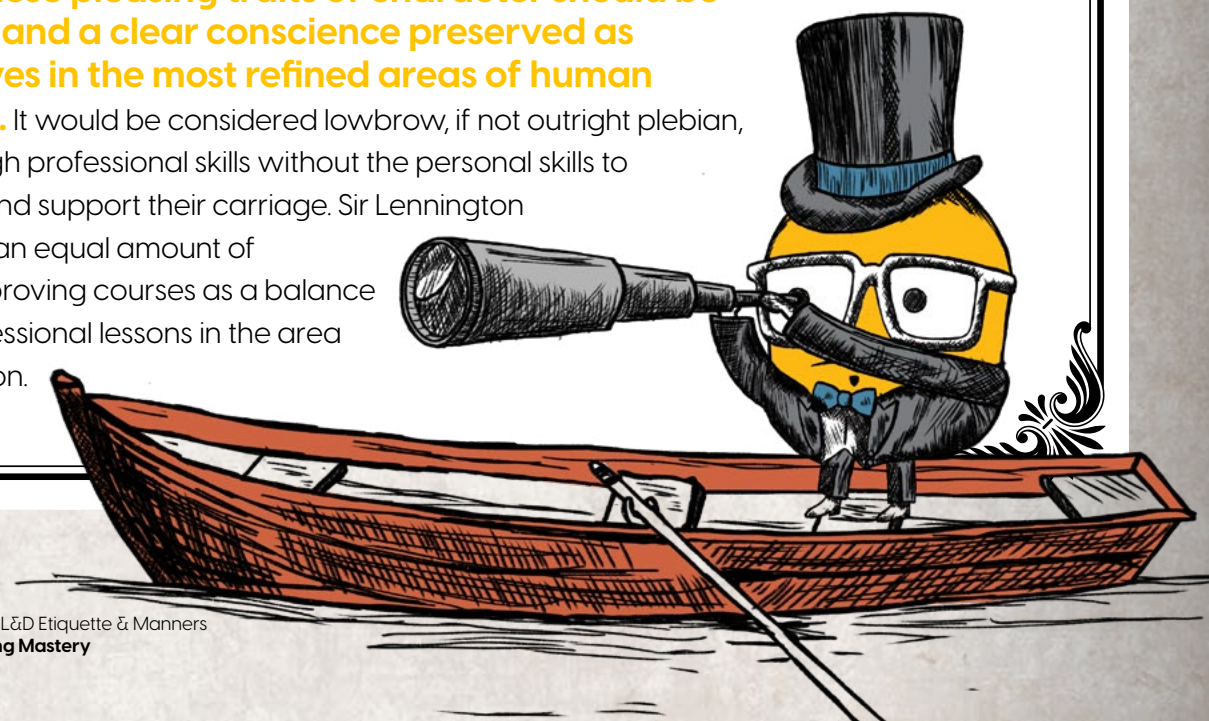


AIM FOR EXCEPTIONAL APTITUDES

As we engage in continuous learning in our respective corporate cultures, it is essential to strive for excellence in our chosen professions and in our designated skillsets. **This is indeed a career-long endeavor, one that can be shaped and reshaped over time, as we determine the direction of our interests and involvements, and as we set forth to follow new goals as they emerge.** In many ways, our aptitudes define our personage, so let us be careful and deliberate in defining our capabilities that they may match the higher expectations we uphold for ourselves. Our most illustrious aspirations will light the way for new training as we request it from the powers that be. It is highly unlikely and unusual that you would be held back in pursuing new goals, and most often it is quite the opposite – your leaders and your peers will respect your commitment to ongoing growth and development.

DEVELOP PLEASING TRAITS OF CHARACTER

As described above, it is fair and respectable to enrich one's professional abilities within a prescribed job function. Let us note here that it is equally honorable to enhance one's personal capabilities in the areas oft described as "soft skills." These skills meet a range of abilities including active listening, communicating, critical thinking, creativity, empathy, and others. **These pleasing traits of character should be cultivated, and a clear conscience preserved as one improves in the most refined areas of human interaction.** It would be considered lowbrow, if not outright plebian, to maintain high professional skills without the personal skills to accompany and support their carriage. Sir Lennington recommends an equal amount of character-improving courses as a balance to purely professional lessons in the area of a job function.



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PIQUED YOUR INTEREST
for a more

REFINED & FASTIDIOUS
approach to training?

WE ARE PLEASED TO ASSIST!



SPEAK WITH A LITMOS
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