



Ilias as support for the personnel coach

**by the example of a co-operation with
the universityspreading advanced
training**

North-Rhine/Westphalia (HÜF-NRW)



List of contents

- Who is the HÜF-NRW?
- What kind of support offers ILIAS to personnel trainings?
- Which use does the personnel coach have by the support of ILIAS?
- How does the employment of a learning unit in personnel trainings look concretely?

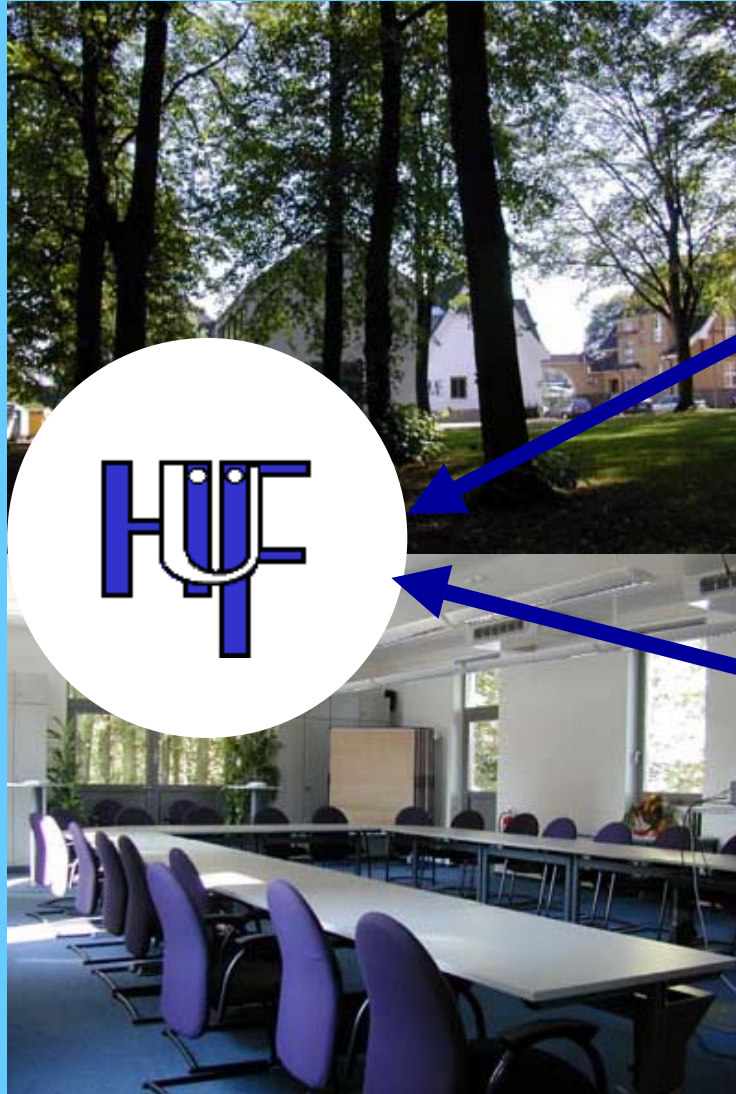


Who is the HÜF-NRW?

- 34 Universities in Northrhine-Westfalia
- 7.600 Persons employed in the administrations
- HÜF-NRW is a training institute for these employees
- HÜF offers trainings
 - for high-level personnel and new generation high-level personnel
 - for Specialists for example for costing and performance calculation



www.rohn-training.de



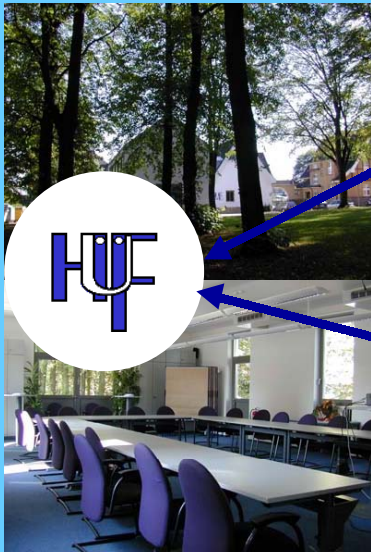
**Personnel of
34 Universities**

**external
and
internal
Trainers**



Anke Rohn

- **coach and consultant** for personnel and organizational development
- **main points of work:** personnel management, choice of personnel, projectmanagement, business process optimization, e-learning



**Personnel of
34 Universities**

**external
and
internal
Trainers**



What kind of support offers ILIAS to personnel trainings?

- Starting situation: the intention of personnel trainings is, to reach a long lasting change of behavior
- Originally the employees went to a three day lasting training and practised the new know how weeks or months later after beeing back at work



What kind of support offers ILIAS to personnel trainings?

- ILIAS offers preparation and reinforcement
- The personal trainer contacts the participants per email before the training, asking him to use the electronic learning unit to solve an exercise
- The solution is one part of the training
- Any time after the training, the participant is able to use the learning unit to refresh his knowledge



What kind of support offers ILIAS to personnel trainings?

- One condition is, that the content of the learning unit and the operational readiness level training is very similar
- ILIAS offers the similarity not only for the written contents, it offers the similarity as well for behavior-referred situations, because ILIAS offers videos, pictures and voices as well



Which use does the personnel coach have by the support of ILIAS?

- the operational readiness level training can be used for reprocessing, discussing and practicing
- There ist one standard for everybody
- There are instruments to keep in contact



Instruments to keep in contact

- coached mailinglists (up-to-date 31)
- videoconferencing
- Chatrooms
- Smartphone



One Use beside

The personnel trainer can show his contents to interested customers.



Which use does the Organisation have by using ILIAS?

- the operational readiness level training can be shortened, which means lower costs
- there ist one standard for everybody
- the empoyees can use a learning unit for inhouse training for colleagues, which means lower costs as well

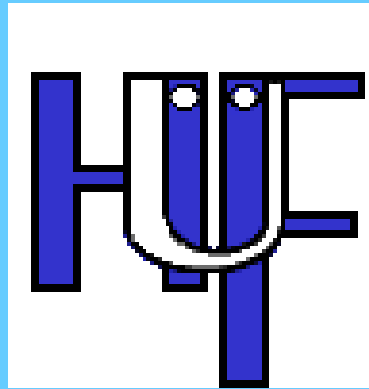


Which use does the Organisation have by using ILIAS?

- The distance between working and training becomes smaller
- ILIAS gives support for networking
- ILIAS is the basic for a knowledge data base



How does the employment of a learning unit in personnel trainings look concretely?




Willkommen bei der HÜF-NRW! - Microsoft Internet Explorer

Datei Bearbeiten Ansicht Favoriten Extras ?

Zurück Vorwärts Abbrechen Aktualisieren Startseite Suchen Favoriten Medien Verlauf Copernic

Adresse <http://www.fernuni-hagen.de/HUEF/Welcome.htm> Wechseln zu Links Norton AntiVirus

Hochschulübergreifende Fortbildung NRW



Aktuelles Seminarangebot **Bildungsplattform** Infothek Portrait Partner und Projekte Kontakt

[Impressum](#)
technischer support: [Hans-Joachim Finkeldey](#)
Seitenoptimierung für 1024x768 dpi

Start | Poste... | Micro... | Explo... | Will... | AltaVi... | Einfa... | Internet | 11:59

Detailed description: This is a screenshot of a Microsoft Internet Explorer browser window displaying the website for 'Hochschulübergreifende Fortbildung NRW'. The browser's title bar reads 'Willkommen bei der HÜF-NRW! - Microsoft Internet Explorer'. The address bar shows the URL 'http://www.fernuni-hagen.de/HUEF/Welcome.htm'. The main content area features the title 'Hochschulübergreifende Fortbildung NRW' in large orange letters, followed by the 'HÜF' logo. Below the logo is a horizontal navigation menu with seven items: 'Aktuelles' (with an exclamation mark icon), 'Seminarangebot' (with a book icon), 'Bildungsplattform' (with a lightbulb icon, highlighted by a red arrow), 'Infothek' (with an 'i' icon), 'Portrait' (with a camera icon), 'Partner und Projekte' (with a network icon), and 'Kontakt' (with a refresh icon). At the bottom right of the page, there is a link for 'Impressum' and technical support information for 'Hans-Joachim Finkeldey'. The Windows taskbar at the bottom shows the Start button and several open applications, including 'Poste...', 'Micro...', 'Explo...', 'Will...', 'AltaVi...', and 'Einfa...'. The system clock shows the time as 11:59.



Persönlicher Schreibtisch

von Anke Rohn

Persönliche Daten

Passwort ändern

Sprache ändern

Benutzervereinbarung

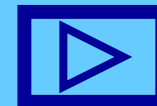
Homepage HÜF

Smartphone-
Erläuterung

Videokonferenz

Moderierte
Mailinglisten

Lerneinheit: Das Mitarbeitergespräch



Comics

The screenshot shows the ILIAS interface with a navigation bar at the top containing icons for user, book, flag, magnifying glass, folder, envelope, and other symbols. Below the navigation bar are links for [Inhalt](#), [Glossar](#), [Drucken](#), [Info](#), and [Notizen](#). The main content area displays a document titled "Herzlich Willkommen zur Lerneinheit 'Das Mitarbeitergespräch'" by Peter Maas and Anke Rohn. A red arrow points from the word "Comics" to a smiley face icon in the text "Zum Einstieg etwas zum Lachen!". To the right, a comic strip is displayed with two panels. The first panel shows a man at a desk saying, "ICH FRAG MAL BEI MEINER SEKRETÄRIN NACH". The second panel shows a man at a desk saying, "HIER IST DIE E-MAIL VON HERRN MAAS" and another man saying, "WIR HABE SEIT IHRER SEMINA 'PAPIERLOS' UMGES". The comic strip is titled "ICH HABE MEINE E-MAIL BEKOMMEN. ICH IHNEN MEINE NEUE SCHÄFTSPARTNERIN VORSTELLE?". The Windows taskbar at the bottom shows the Start button and several open applications, including Pos..., Micr..., Expl..., Will..., Alta..., Einf..., Mi..., and ILIA... The system clock shows 12:05.

Glossar

The screenshot shows the ILIAS interface with a navigation bar at the top containing icons for user, books, flags, search, folders, mail, people, and editing. The main content area is titled 'Konkrete Rückmeldungen' and contains text about providing specific feedback. A video player shows two people in a discussion. A red arrow points from the word 'Glossar' to the video player. Below the video, a glossary entry for 'Begriff: Pauschalurteil' is displayed.

Konkrete Rückmeldungen

Nicht nur Pauschalurteile abgeben, sondern konkret werden!
Im Gespräch selber ist eine differenzierte Rückmeldung des MitarbeiterInnenverhaltens nach Stärken und Schwächen, ggf. mit Beispielen untermauert, die beste Methode, um Einsicht und Verhaltensstabilisierung bzw. -modifizierung zu erreichen.

Es geht in diesem Gespräch übrigens nicht darum, Recht zu haben, sondern dem Mitarbeiter / der Mitarbeiterin eine Rückmeldung über das selbst erlebte Verhalten zu bieten!

Hier können Sie sich ein richtiges **VIDEO!** und ein falsches **VIDEO!** Beispiel anschauen.

Begriff: Pauschalurteil

Beurteilung eines Sachverhalts oder eines Verhaltens ohne konkrete Beispiele.

http://ilias.huief-nrw.de/ilias/objects/mm90/VIDEO10.mov

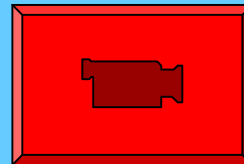
Videos

The screenshot shows the ILIAS interface with a navigation bar at the top containing icons for user, book, flag, magnifying glass, folder, envelope, and other functions. Below the navigation bar are links for [Inhalt](#), [Glossar](#), [Drucken](#), [Info](#), and [Notizen](#). The main content area is divided into two columns. The left column contains text: "einmal mit Abstand zu betrachten, was eigentlich gut läuft in der Arbeit und was nicht so gut läuft. Denn wenn es gelingt, Störfaktoren zu beseitigen, dann sacken die Aufgabentürme umso schneller wieder zusammen." followed by "Hier setzt das Mitarbeitergespräch an. Vorgesetzte/r und Mitarbeiter/in sollen sich ausschließlich zu Themen, die keine Fachthemen sind, austauschen." and "Diese Lerneinheit vermittelt Inhalt und Ablauf eines Mitarbeitergesprächs. Transportiert werden diese Inhalte durch Texte, Comics und Videos." Below this is "Ein Hinweis zum Ablauf dieser Lerneinheit:" and "Bitte berücksichtigen Sie, dass die Videos etwas längere Ladezeiten haben." and "Herzlich Willkommen ! **VIDEO!**". A red arrow points from the word "Videos" in the title to the word "VIDEO!" in the text. The right column contains a video player showing a man and a woman sitting at a table. The bottom of the screenshot shows a Windows taskbar with the Start button, several open applications (Po..., Mi..., Ex..., Wi..., Alt..., Ei..., M..., ILI...), and the system tray with the date and time 12:07.

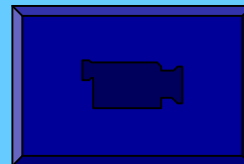
Videos as an alive example for right and wrong behavior in Leadership:

- Situation: Opening of a discussion, the contact phase

- Wrong example



- Right example





ILIAS
at the HÜF-NRW:
www.huief-nrw.de