

Live eLearning



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Thanks

David Coleman, Collaborative Strategies

Estee Solomon Gray, Interwise

Tom Barron, ASTD Learning Circuits

Clark Aldrich, GartnerGroup

Eilif Trondsen, SRI Business Intelligence Center

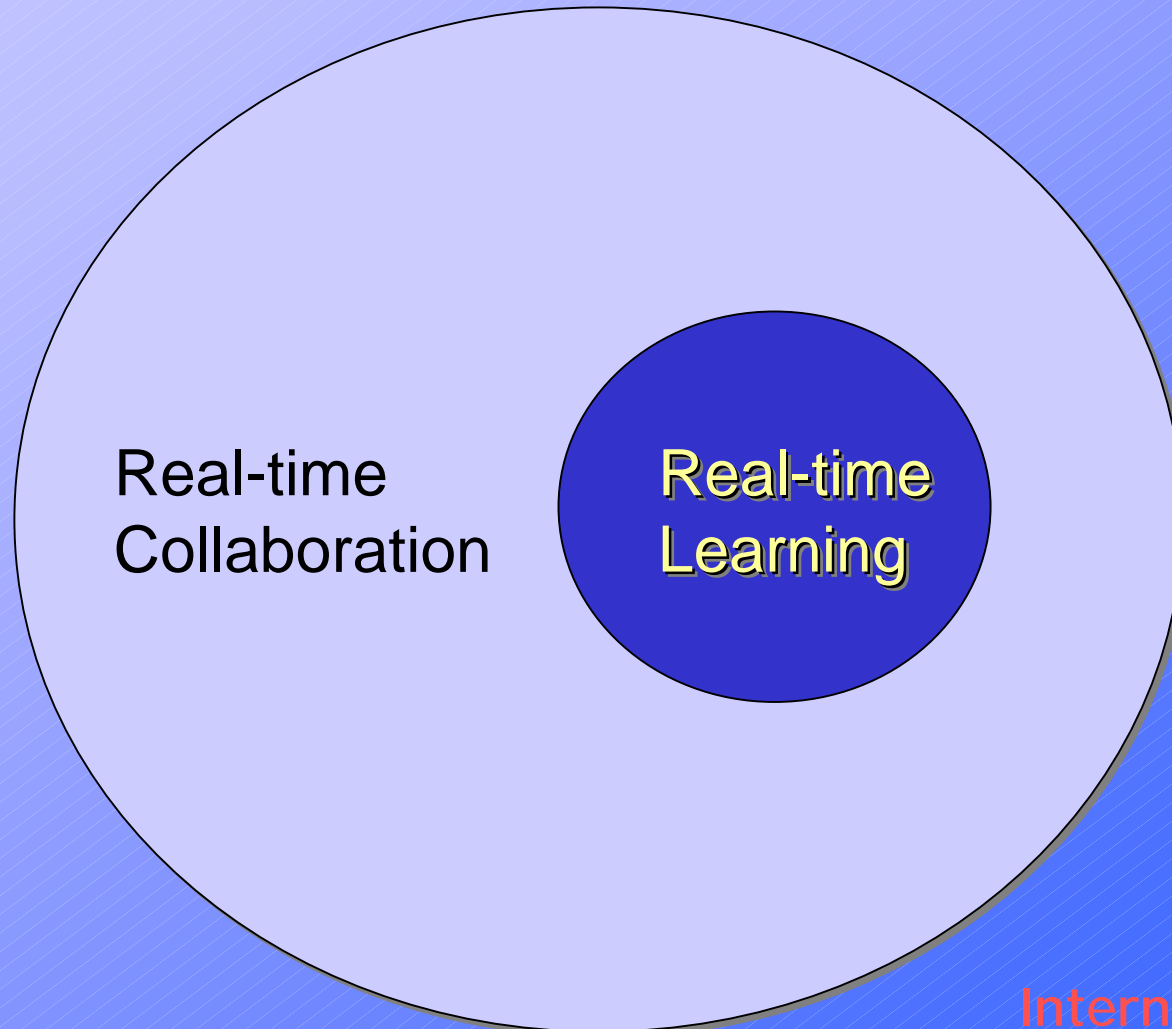
Connie Weggen, WR Hambrecht + Company

Lewis Ward, Collaborative Strategies

Bob Clyatt, HorizonLive

Placeware, Centra, One Touch, Horizon, NetMeeting

Real time or **synchronous** or **live** learning, is computer-based interaction that occurs immediately (within five seconds) via audio, video, or data transfer.



Why?

Bring people together



In the learning sphere, real-time environments simulate:

- Instructor-led workshops
- Give-and-take seminars
- Lectures
- Reference desk
- Study groups
- Office hours
- Community

In the workplace, real-time collaboration includes:

- Virtual conferences (remember video conferencing?)
- Virtual meetings
- Remote demonstrations
- Team coordination
- Knowledge management feeder



?

Benefits of Real-time Collaboration

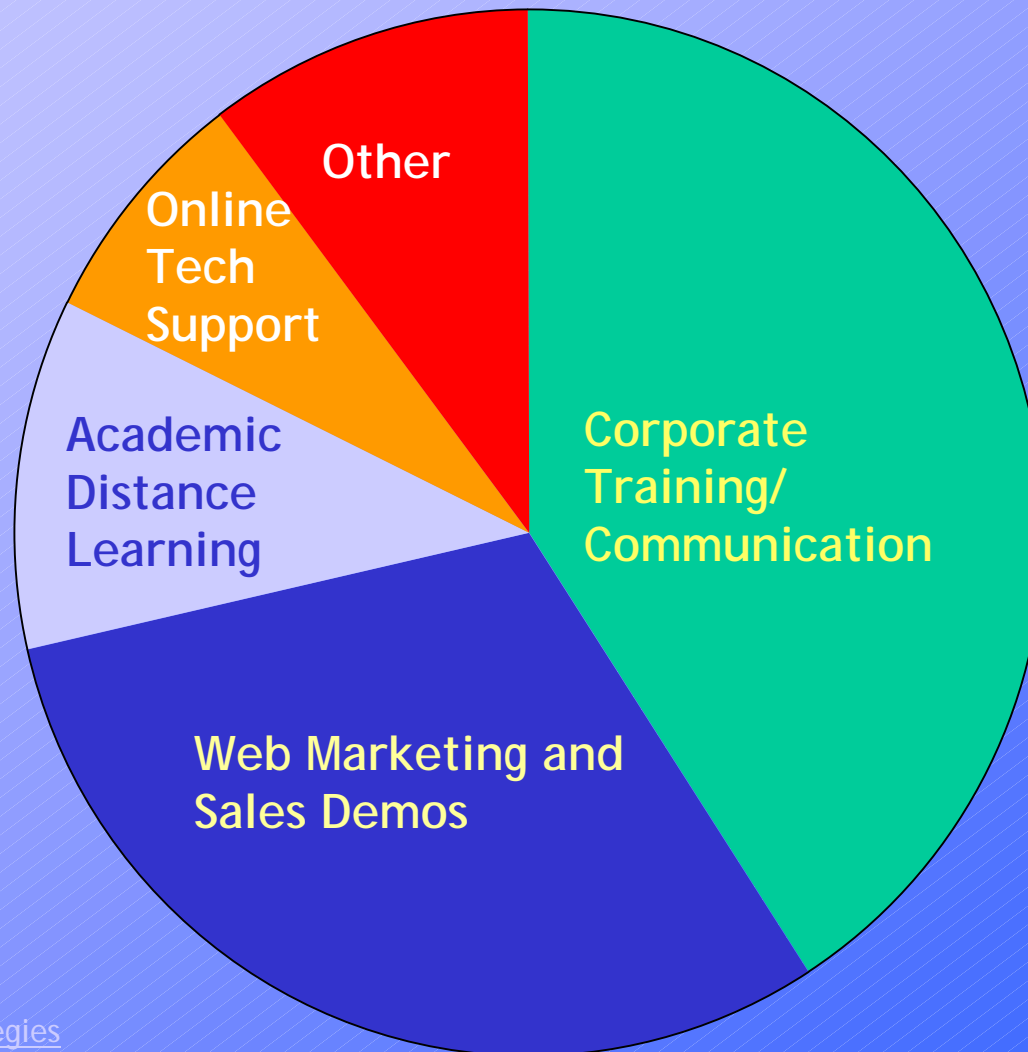
- Bring people together
- Reduce unnecessary travel
- Improve team communication
- Reduce time to market
- Improve partner relationships
- Improve customer support
- Make better, faster decisions
- Field virtual teams

Features

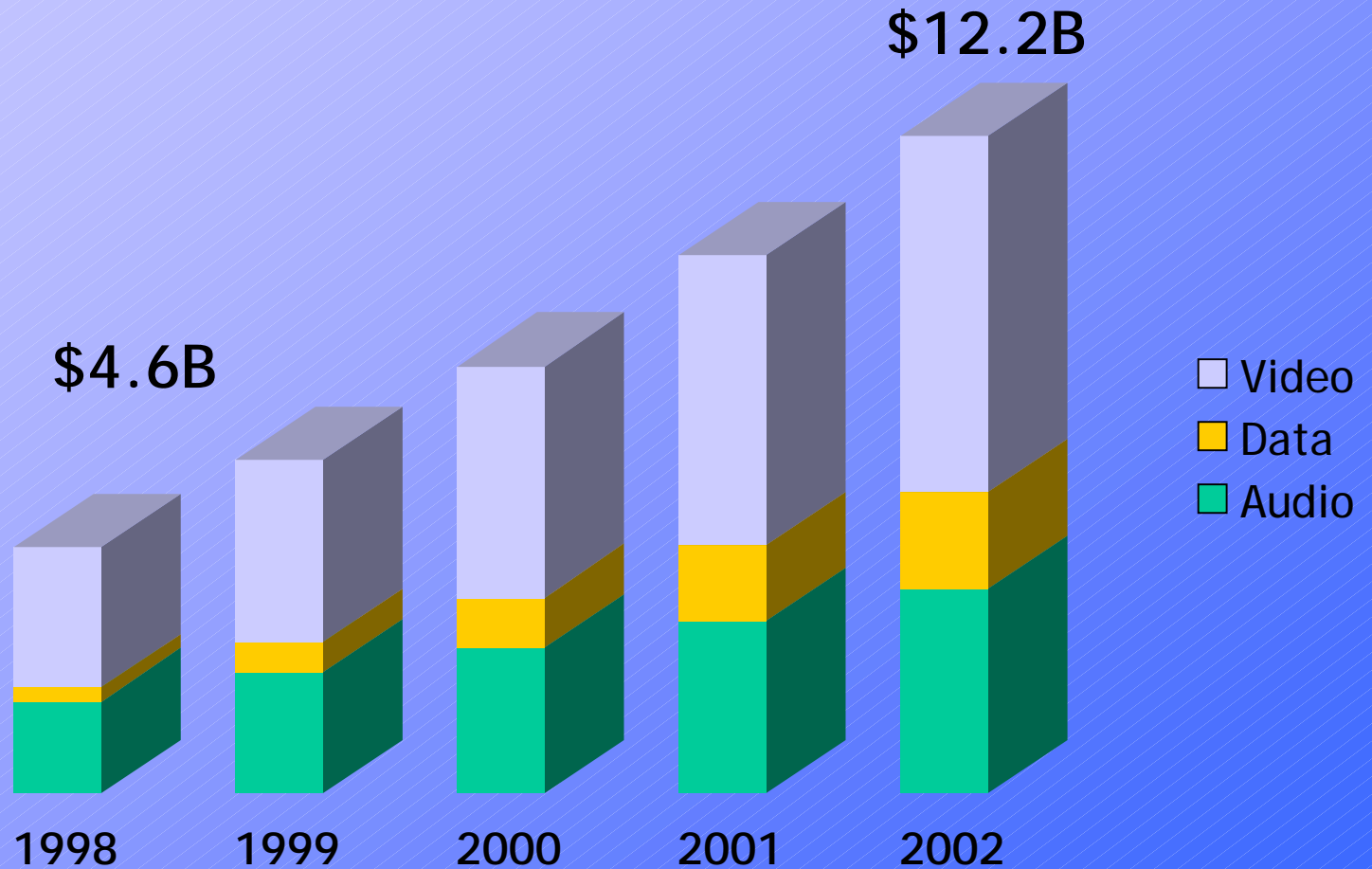
- Dynamic whiteboard with annotation
- Public and private text chat between all participants
- Voice over IP (IP audio)
- Application viewing or snapshot
- Application sharing
- Testing, with automated grading
- Pass floor control and/or multiple cursors
- "On the fly" collaborative browsing
- Remote control (desktop level)
- Capture for reuse

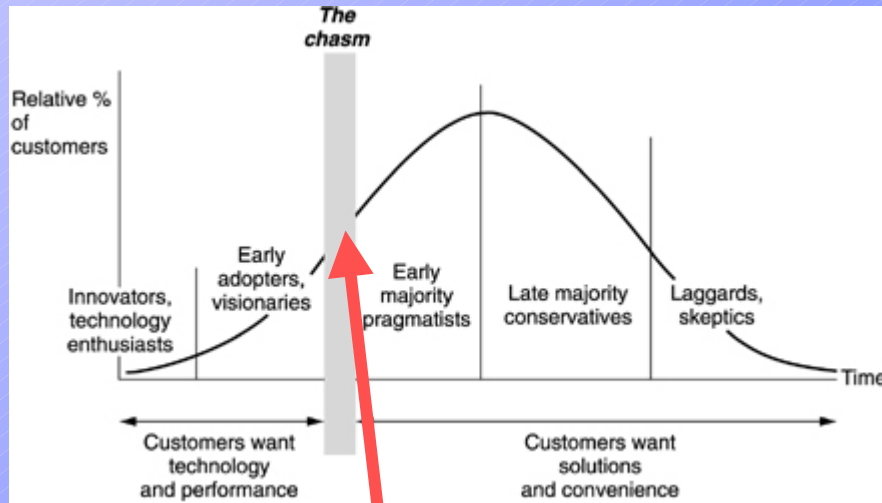
2000 Collaboration Marketplace

Estimated Total Sales: \$1.8B



Real-time Collaboration Revenue





Thick Client



Thin Client



The Dataconferencing Batter's Box

Department Org. Size	Sales & Marketing	Customer Service & Support	Training & Information Management	Research & Development
Large	Green	Red	Red	Red
Medium	Blue	Green	Green	Red
Small	Blue	Blue	Blue	Green

Vendor Key: Thin Client Hybrid Thick Client

Hmmm...

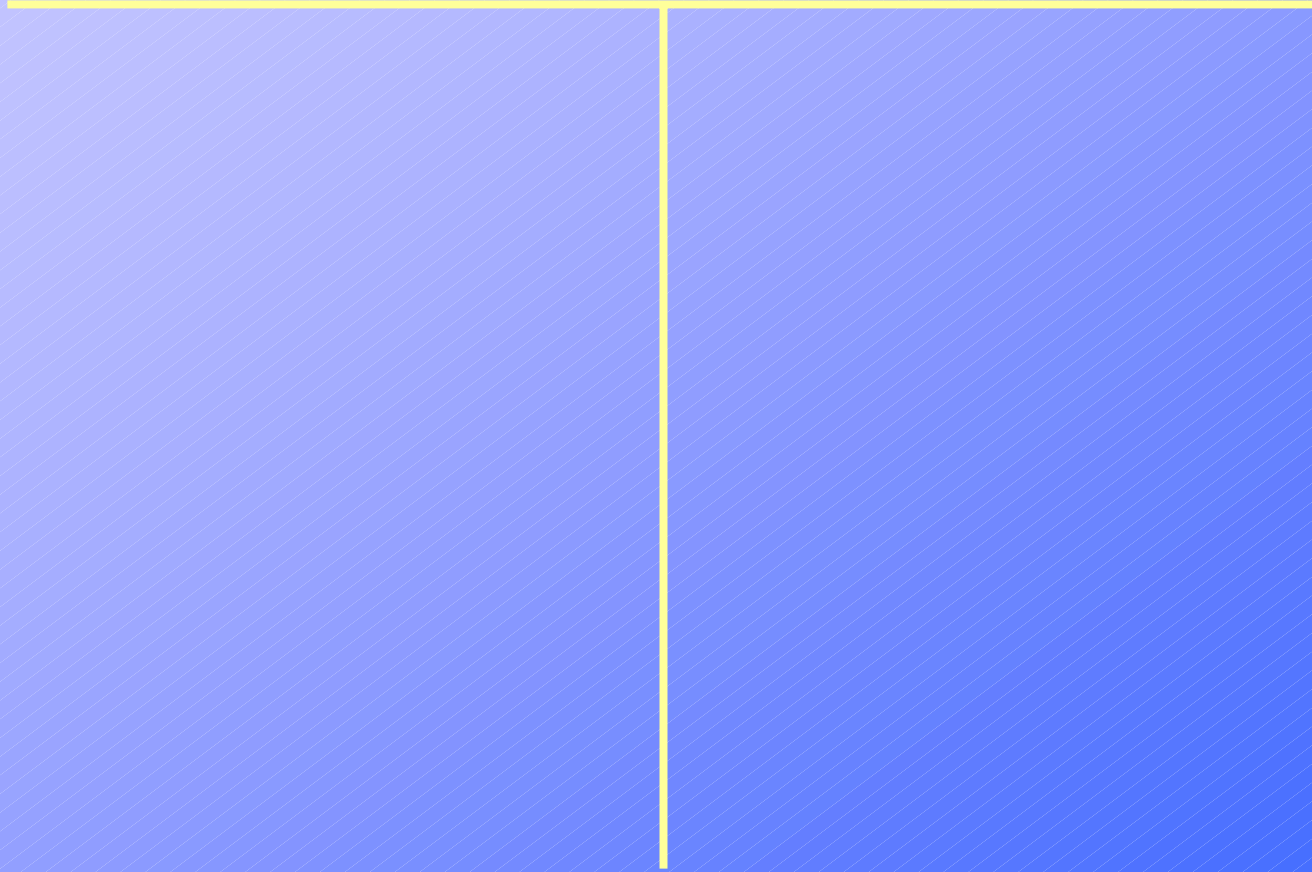
Will live learning simply be folded into the landscape?
Another piece of the **operating system**?



Live
Penguin

Thick Client

Thin Client



Hmmm...

How good is the **social engineering**?

What is the metaphor and how well is it implemented?

Does it feel natural?

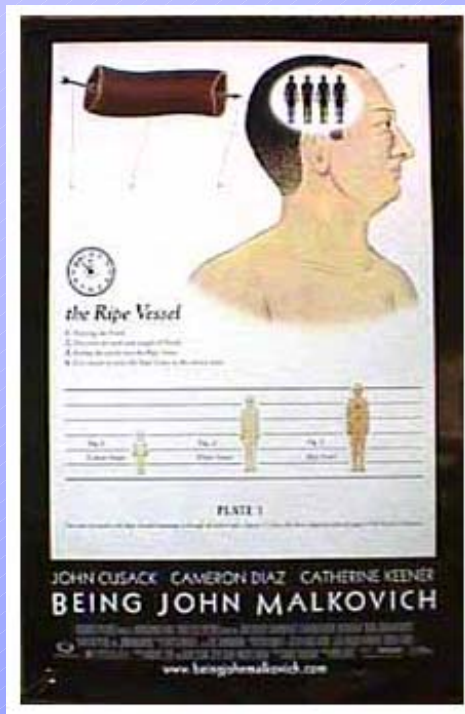
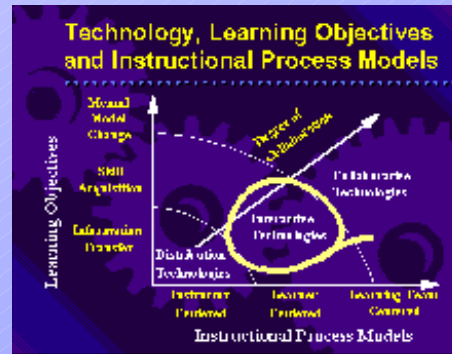


Roget's II: The New Thesaurus, Third Edition. 1995.

verisimilitude

NOUN: 1. Appearance of truth or authenticity: believability, color, credibility, creditability, plausibility.

How good is good enough? Audio only?



- Pretest
- Unit 1 - Dressin
- Unit 2 - Dining
- Unit 3 - Techno
- Post-Test
- Thank You

Business Etiquette

Building a Professional Image

Welcome to the Business Etiquette Course

Making a good impression on customers often goes beyond one's knowledge of a product or services. Being successful in the business world involves knowing how to conduct oneself in a variety of settings. Business Etiquette is a course based on skills such as how to dress for success, how to use the appropriate dining etiquette, and how to communicate via technology in a polite business manner.

This course has been abbreviated from its original length for demonstration purposes.





IBM
Mindspan
Solutions

Courses

Enrollment

Discussion

View All

Open Close

Deciding What

Fashion Challenge

mainstream casual

try outfit

give up?



0 wrong choices



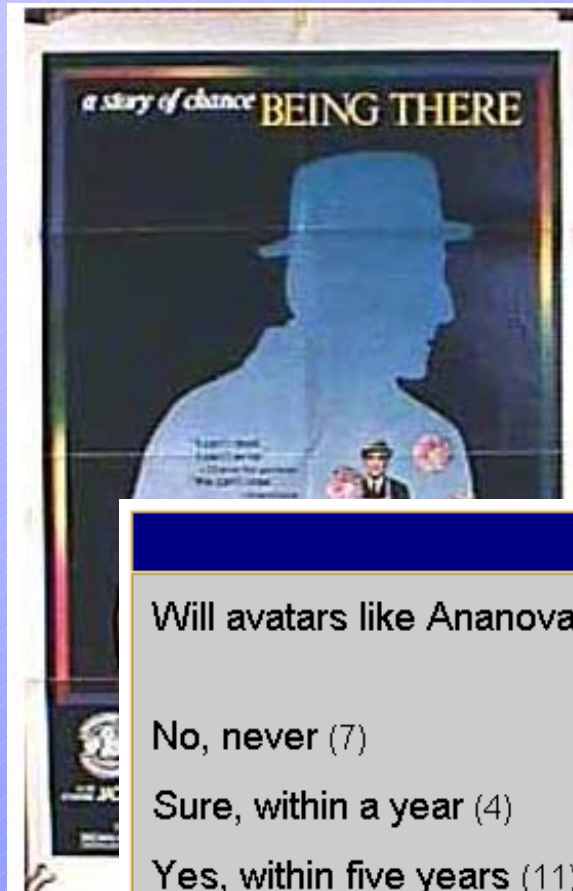
Log Off

Update

About

Help

What makes **in-person** collaboration irreplaceable?



Avatar Poll

Will avatars like Ananova be the instructors and mentors in the future?



"Resistance is futile...you will be assimilated"



www.InternetTime.com



We are a global community of practice for Chief Learning Officers and others responsible for learning in their organizations. We aim to improve people's lives by hosting the discussion of difficult issues and assuming the mantle of thought leadership of eLearning in both corporate and individual settings.

Thought leaders join to keep abreast of the latest developments, to discuss and debate issues, to influence the direction of eLearning, to prepare for the future, and to network (in the non-electronic sense). They take part in monthly meetings at SRI and elsewhere.

Remote members (our "users") join to find out what's going on, to learn best practices, and to find providers of eLearning services. They participate largely through the Forum web site.

Participation is the price of admission. For now, we do not charge dues. Members may be asked to contribute time to supporting the group.