KNOWLEDGELINK

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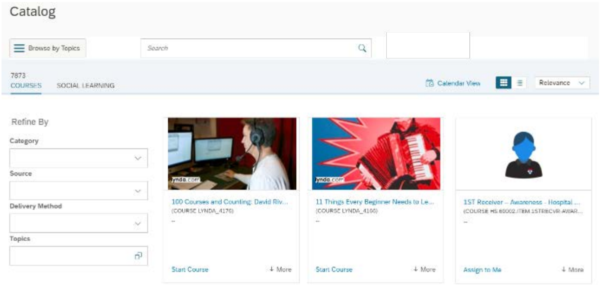
Exciting new changes in Knowledge Link!

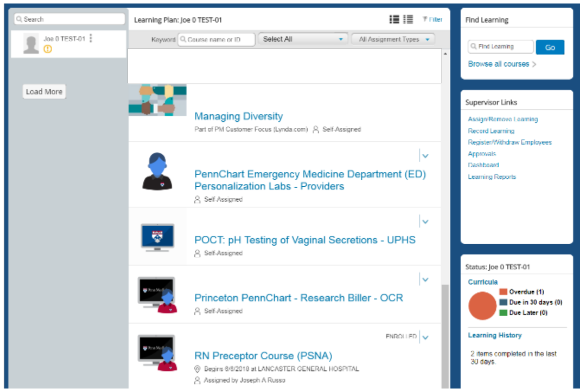
Updated graphics and a redesigned course catalog



New icons and interface:

- New modern tab design
- New color icons that represent the types of learning (online, instructor-led, etc.)
- New catalog experience that makes searching for courses much easier

New navigation for Assigning and Registering your employees



Improved manager functions:

- View employee progress at a glance
- Assign learning to employees and set requirements and due dates
- Register employees for schedule offerings

Access to Lynda online learning

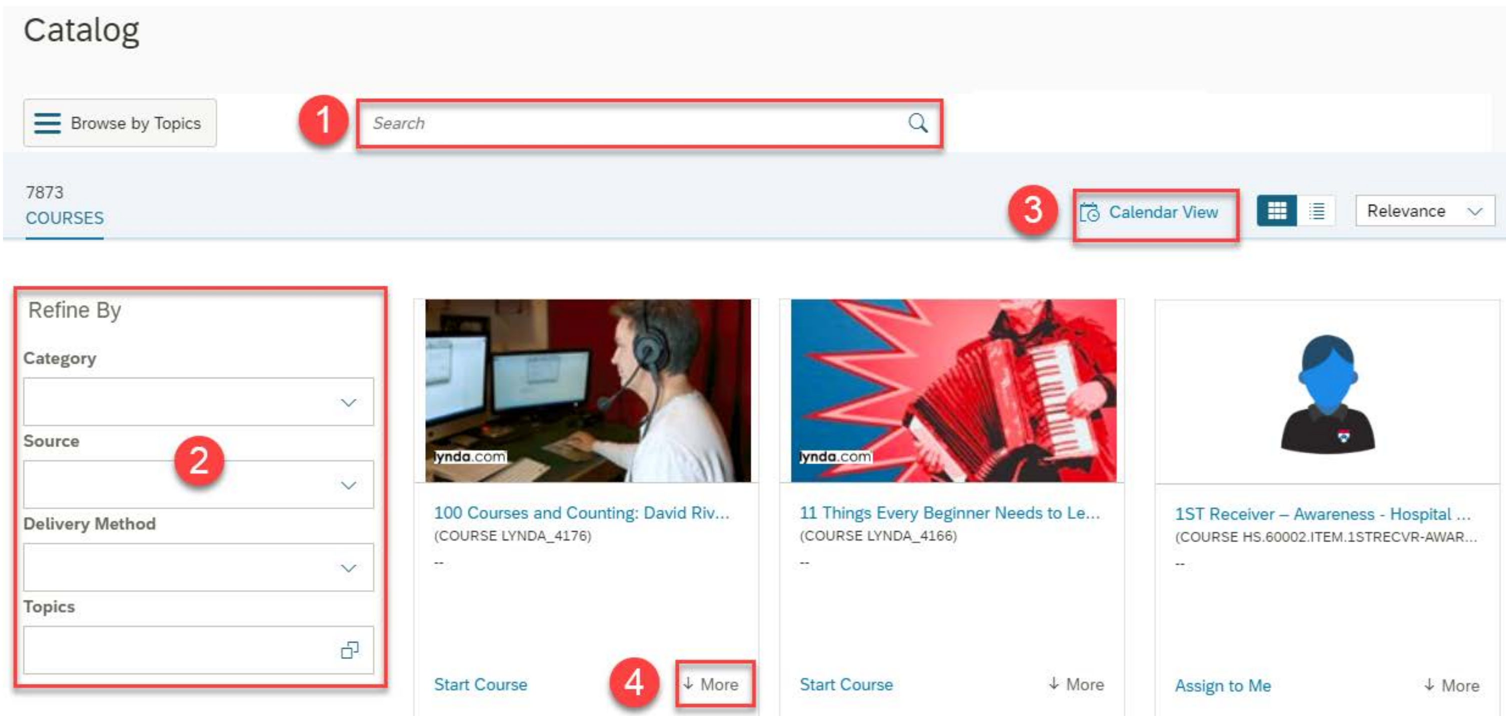
With Lynda, you get:

- Unlimited access to more than 5,000 video tutorials covering business, technology, software, and creative skills – from beginner to advanced.
- Learning from expert instructors.
- Convenient learning you can complete at your own pace, from any desktop or mobile device.
- Bite-size learning. All Lynda courses are broken into short videos, so you can focus on a key topic of interest.

New Catalog

The Learning Catalog is used to browse, search launch a course, and enroll in learning activities. Courses can be instructor-led, online training, or an event that is a blend of online and instructor-led.

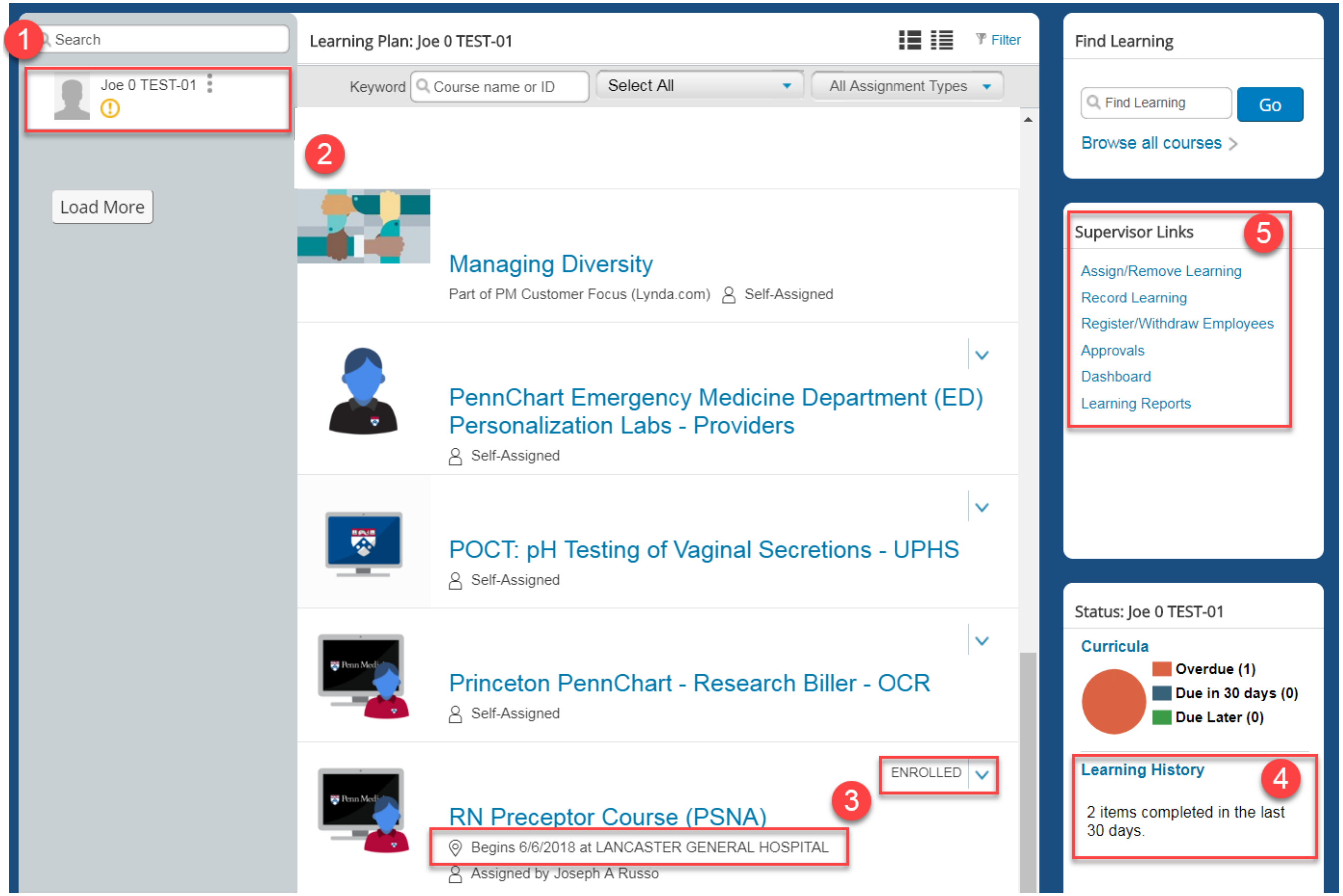
1. Type keywords in the ***Search*** field to search for courses.
2. ***Browse by Topics*** or ***Refine By*** section allows you to narrow your search by topic or category
3. Click ***Calendar View*** to see available scheduled offerings.
4. Click ***More*** to view more information or assign the course.



New Supervisor Screens - My Team

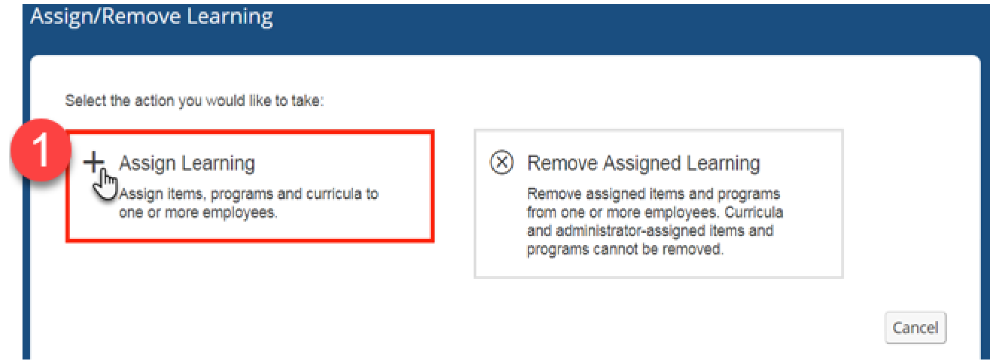
Supervisors use My Team to access their learning activities and their direct and indirect reports' learning activities. The Learning Plan displays the items that the employee is required to complete, either on a one-time or recurring basis. All items shown are those that the employee has not yet successfully completed.

1. **Employee**: Click an employee's name to view their **Learning Plan.** If they have direct reports, this will reveal their names so you can also view and manage their learning.
2. **Learning Plan**: The **Learning Plan** provides a consolidated view of learning activities requiring action.
3. View a **Registration**
4. **Learning History**: The Learning History tile provides a list of completed work.
5. **Supervisor Links**: Use **Supervisor Links** to quickly manage your team's learning activities.
   - **Assign/Remove Learning**
   - **Register/Withdraw Employees**
   - **Dashboard**
   - **Learning Reports**



New Supervisor Screens - Assign/Remove Learning

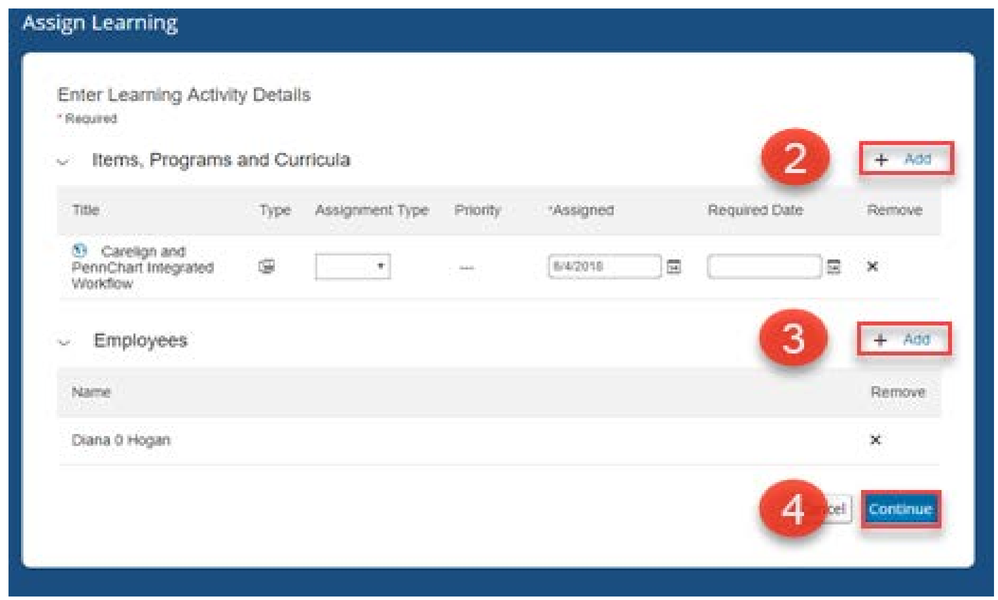
As a supervisor, you may add learning activities and curriculum on your team's learning plans. Remember, an item (course) is an assignable activity such as an instructor-led course or online training. Using the Assign/Remove Learning option, you can assign or remove one or more items to one or more employees. Only items that are in the catalog can be added. You can also remove items that the employee added to their own personal learning plan.



1. Select Assign Learning.
2. Select the Add button next to ***Item, Programs and Curricula,*** to add Items and Curricula. The ***Selected Desired Courses from Catalog*** window will appear. Hover over the course you wish to add and click the ***Select*** option.
3. To add employees, click the Add button next to ***Employees***. Click check boxes to select employees and their subordinates, if applicable. Click ***Add*** to add the employees to the list of Employees.

   NOTE: To remove an employee from the list of selected employees, click the X button next to the employee's name.

4. Click ***Continue*** when finished.



For detailed steps to assign and remove learning, click here to open the job-aid: [My Team: Assign-Remove Learning]

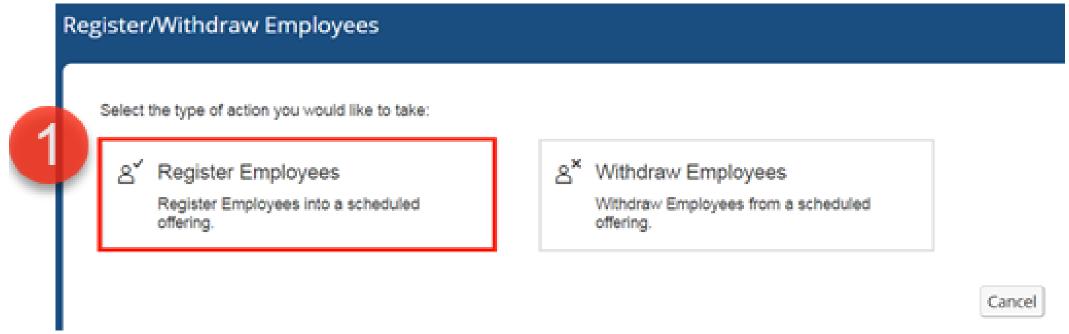
New Supervisor Screens - Register/Withdraw Employees

A supervisor can register (enroll) or withdraw employees into/from scheduled offerings from the My Team screen.

1. Select Register Employees.
2. Select the Add button next to ***Schedule Offering,*** to select class. The ***Selected Desired Courses from Catalog*** window will appear. Search for schedule offering. Hover over the class you wish to enroll and click the ***Select*** option.
3. To add employees, click the **Add** button next to ***Employees***. Click check boxes to select employees and their subordinates, if applicable. Click ***Add*** to add the employees to the list of Employees.

   NOTE: To remove an employee from the list of selected employees, click the X button next to the employee's name.

4. Click ***Continue*** when finished.
5. Click ***Register Employees*** when finished.

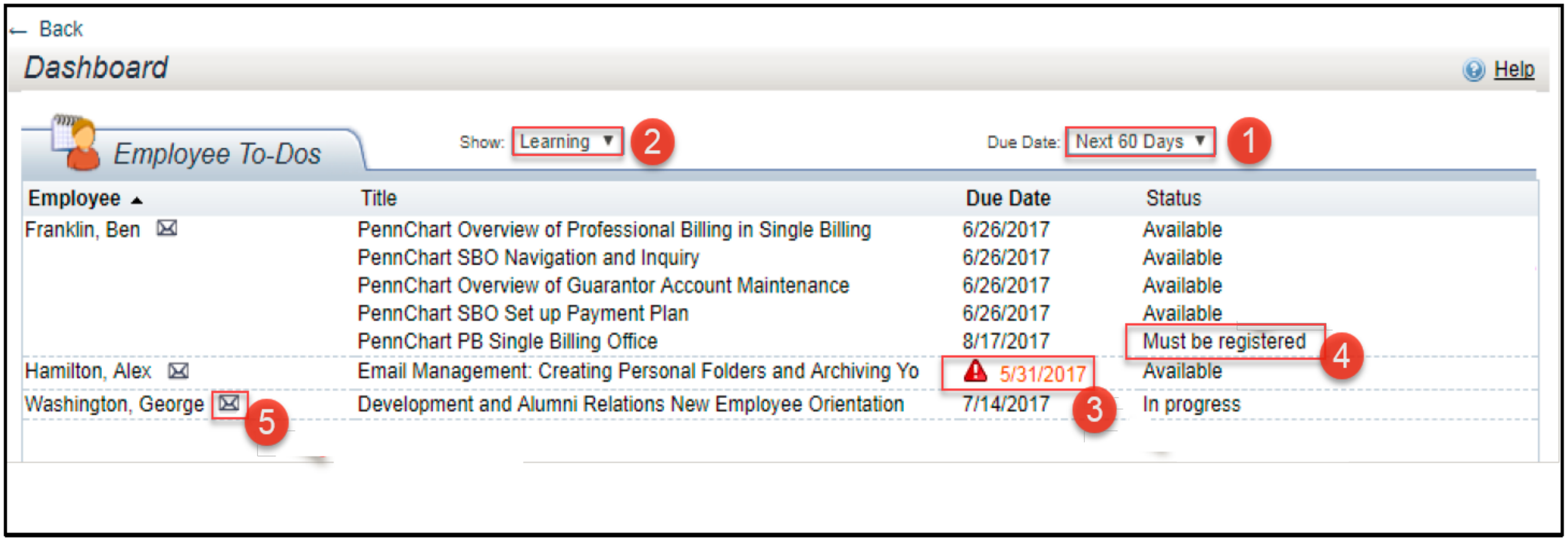


For detailed steps to enroll or withdraw employees, click here to open the job-aid: [My Team: How to Enroll or Withdraw Your Employees]

New Supervisor Screens - Dashboard

A supervisor can quickly see all overdue and upcoming due courses on their employees' learning plans by using the My Team screen and the Learning Dashboard.

1. **Due Date**: Select the **Due Date** field to see learning due within 30 days or 60 days.
2. **Show**: Select the **Show** field to see only "Learning" in the Dashboard.
3. **Overdue Learning:** Shows **Overdue Learning**.
4. **Not Registered:** Shows the employee is **Not Registered**.
5. **Email**: Click to **email** the employee.



For detailed steps to view dashboard, click here to open the job-aid: [My Team: Learning Dashboard]

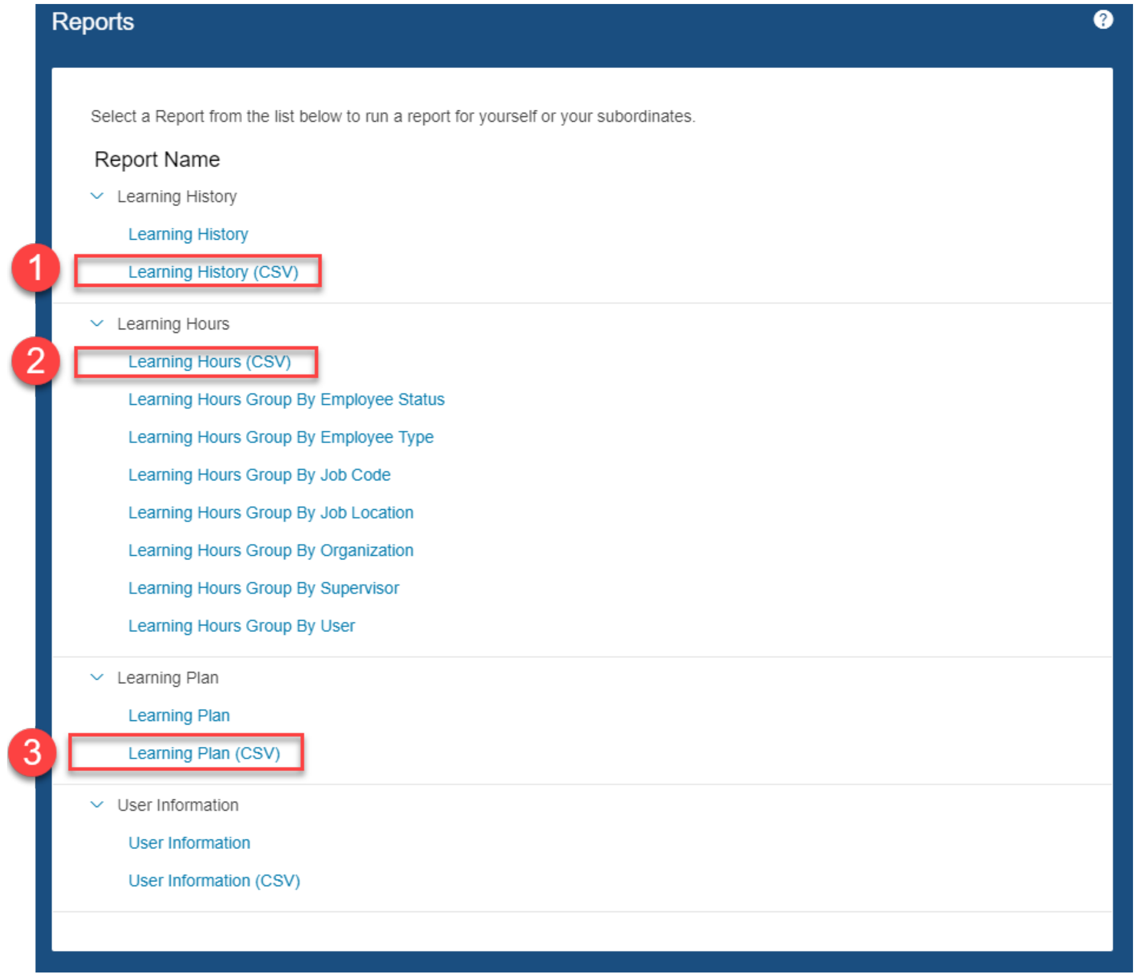
New Supervisor Screens - Learning Reports

Supervisors can run various reports. The most common reports are:

1. Learning History (CSV): item completions
2. Learning Hours (CSV): item completions with credit and contact hours
3. Learning Plan (CSV): assigned learning, required and optional

On the Reports screen, select the report you wish to run.

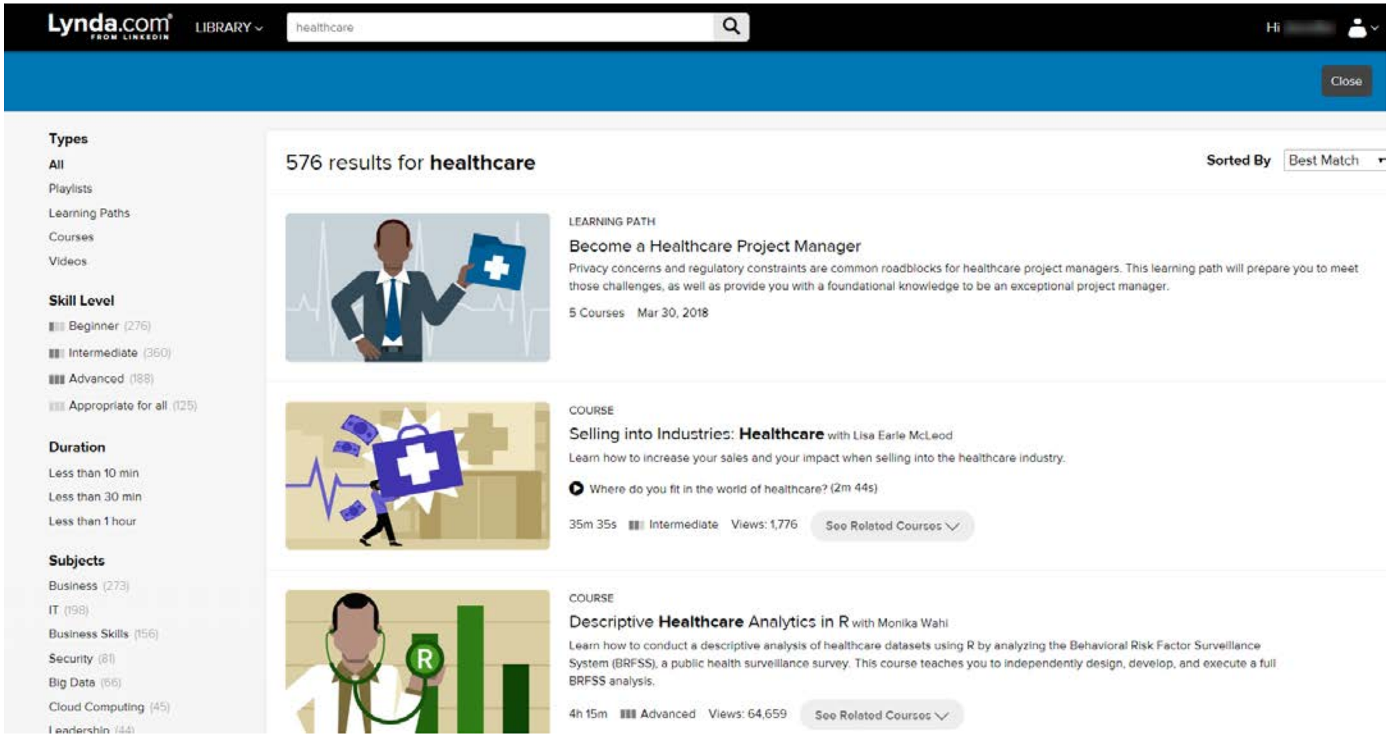
For detailed steps on how to run these reports, click this link to open the job-aid: [My Team: Learning Reports]



What is Lynda?

Lynda is an online video service that provides access to thousands of courses and tutorials taught by experts and industry leaders. Employees may use Lynda to learn a new subject or brush up on an existing skill you already have.
With Lynda, you get:

- **Unlimited access**. Choose from more than 5,000 video tutorials covering business, technology, software, and creative skills – from beginner to advanced. Software tutorials include products widely used at Penn Medicine such as Microsoft Office and Adobe's suite of products.
- **Expert instructors.** Learn from industry leaders, all in one place. Convenient learning. Complete courses at your own pace, from any desktop or mobile device. Your progress is saved so you can pick up where you left off.
- **Bite-size learning.** All Lynda courses are broken into short videos, so you can focus on a key topic of interest. Watching small snippets of longer courses helps you gain knowledge across numerous subjects. Helpful resources. Reinforce new knowledge with quizzes, exercise files and coding practice windows.



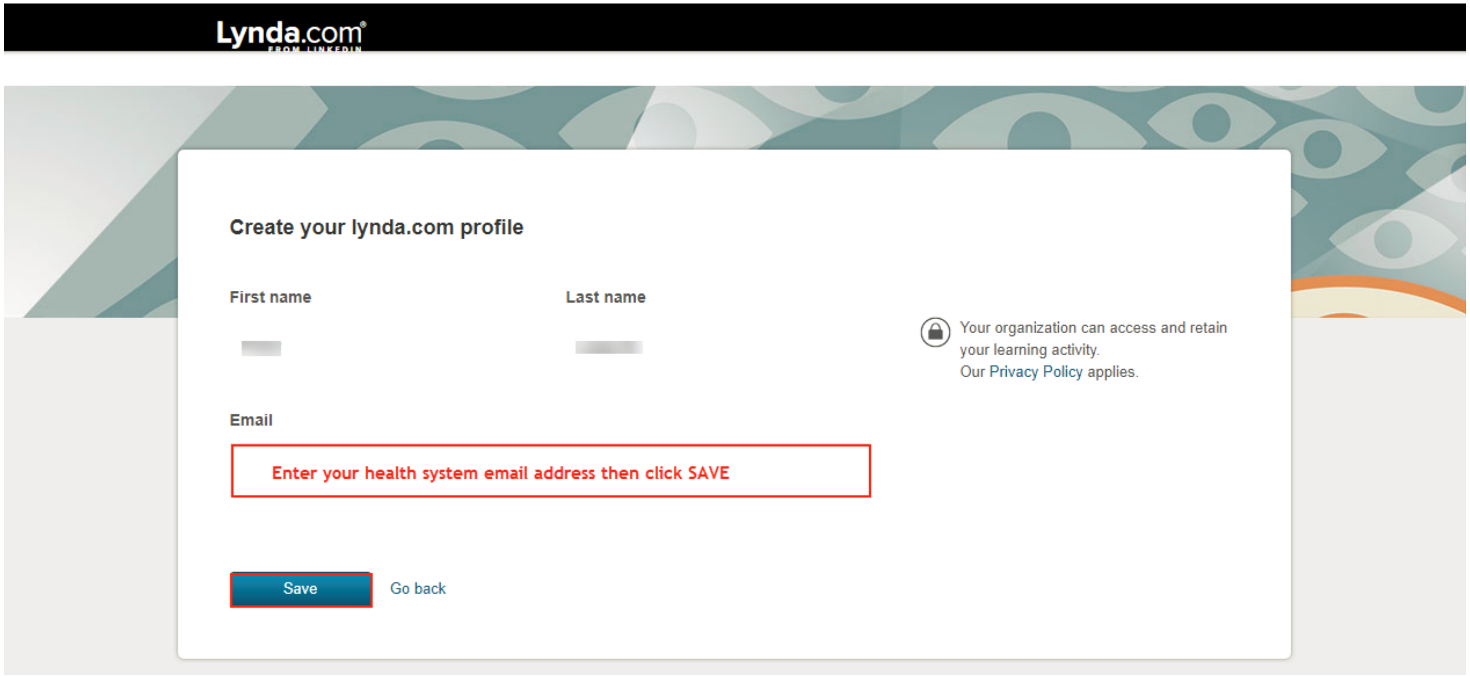
How to access Lynda - first time access

You can access Lynda courses through Knowledge Link at http://knowledgelink.upenn.edu. You may also access courses directly via the Penn Lynda website at http://lynda.upenn.edu. In either case, you will need to log in with your PennKey and password. Please note:

- Do not attempt to access your Lynda account via the public Lynda website.
- If you do not access Lynda via Knowledge Link, your learning history will not be recorded in Knowledge Link.

The first time you access Lynda:

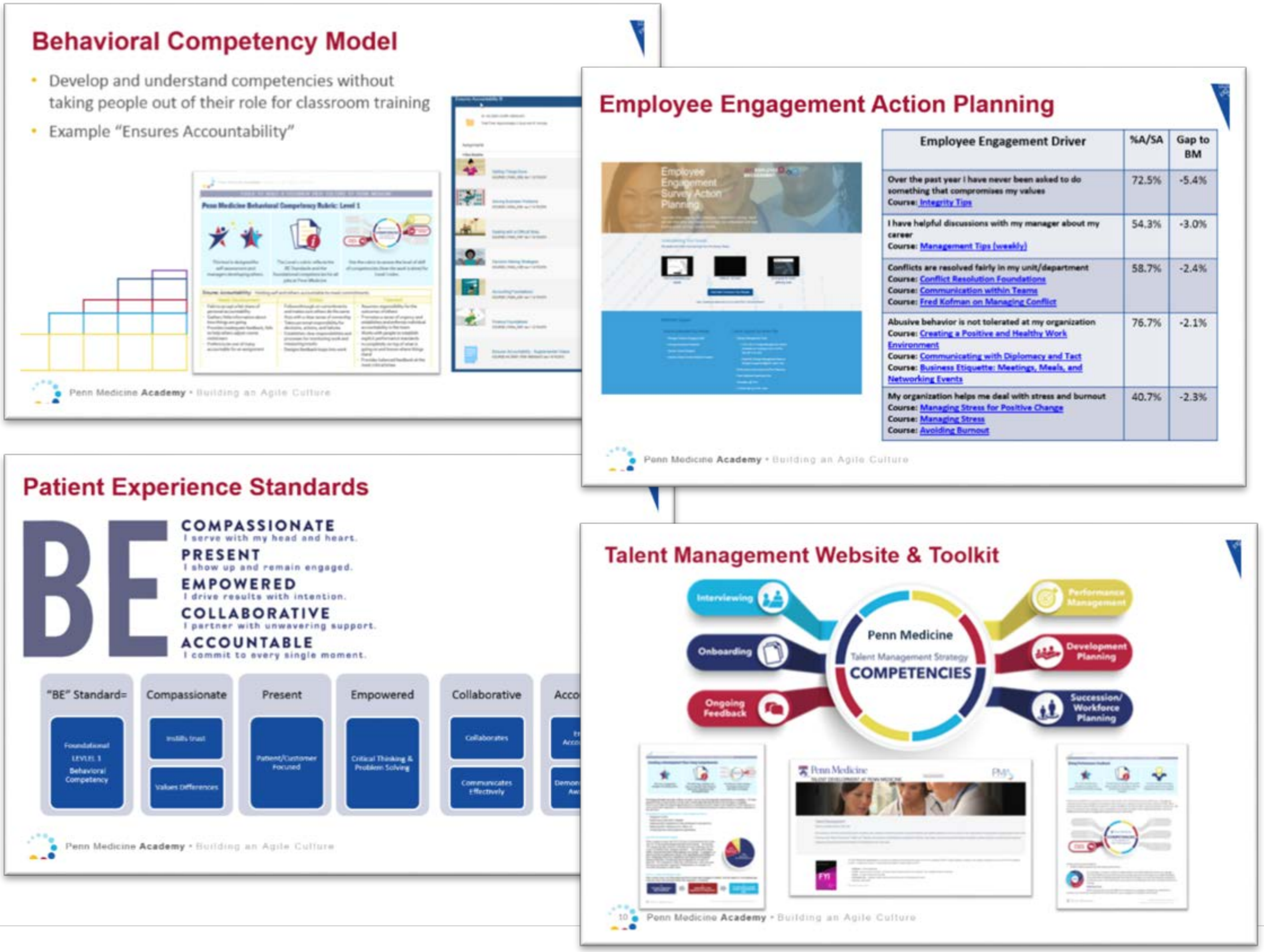
- You will be presented with the option to use an existing account, or create a new account. **Choose the option to create a new account.**
- Then you will be asked to enter an email address. **Enter your Health System or UPenn email address.**
- Once you complete these steps, you will not need to repeat them again



Applications of Lynda - Support New Initiatives

With over 7,500 course offerings, Lynda can be used to support department or system wide initiatives, such as implementation of the “Be” Standards, action planning based on the Employee Engagement survey results and development planning around the Behavioral Competencies.

Lynda modules such as “Giving and Receiving Feedback”, “Coaching and Developing Employees” and “Having Difficult Conversations” align with tools available through the PMA Talent Management Website designed to build a feedback rich culture.

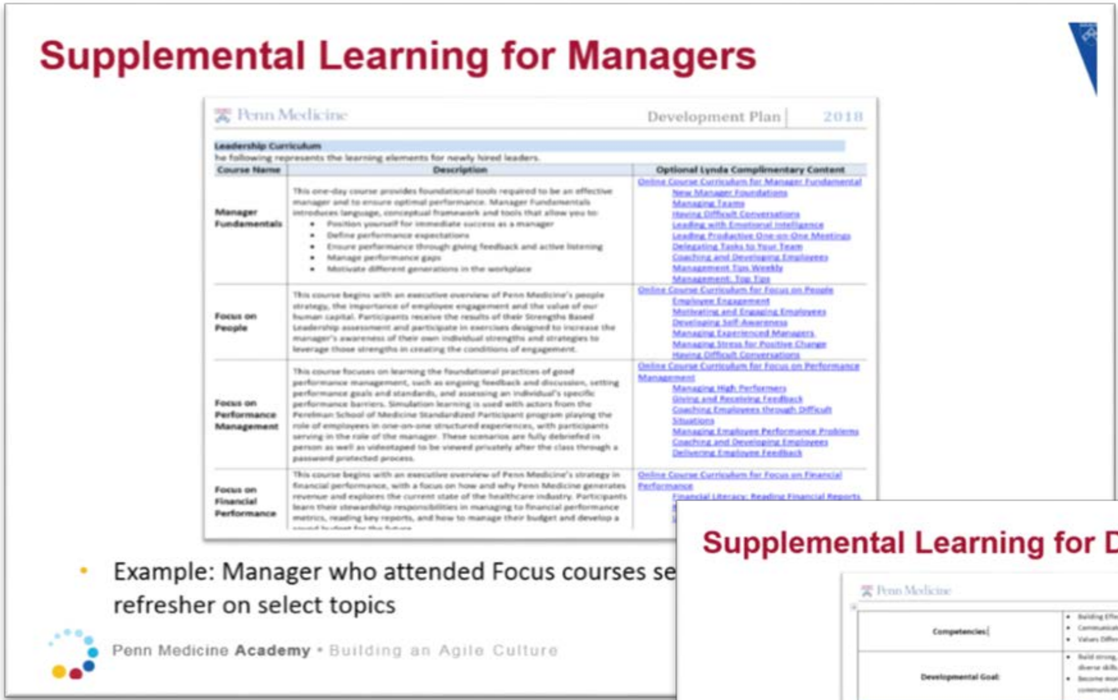


Employee Engagement Driver	%A/SA	Gap to BM
Over the past year I have never been asked to do something that compromises my values Course: Integrity Tips	72.5%	-5.4%
I have helpful discussions with my manager about my career Course: Management Tips (weekly)	54.3%	-3.0%
Conflicts are resolved fairly in my unit/department Course: Conflict Resolution Foundations Course: Communication within Teams Course: Fred Kofman on Managing Conflict	58.7%	-2.4%
Abusive behavior is not tolerated at my organization Course: Creating a Positive and Healthy Work Environment Course: Communicating with Diplomacy and Tact Course: Business Etiquette: Meetings, Meals, and Networking Events	76.7%	-2.1%
My organization helps me deal with stress and burnout Course: Managing Stress for Positive Change Course: Managing Stress Course: Avoiding Burnout	40.7%	-2.3%

Applications of Lynda - Supplement Existing Classroom Content/ Activities

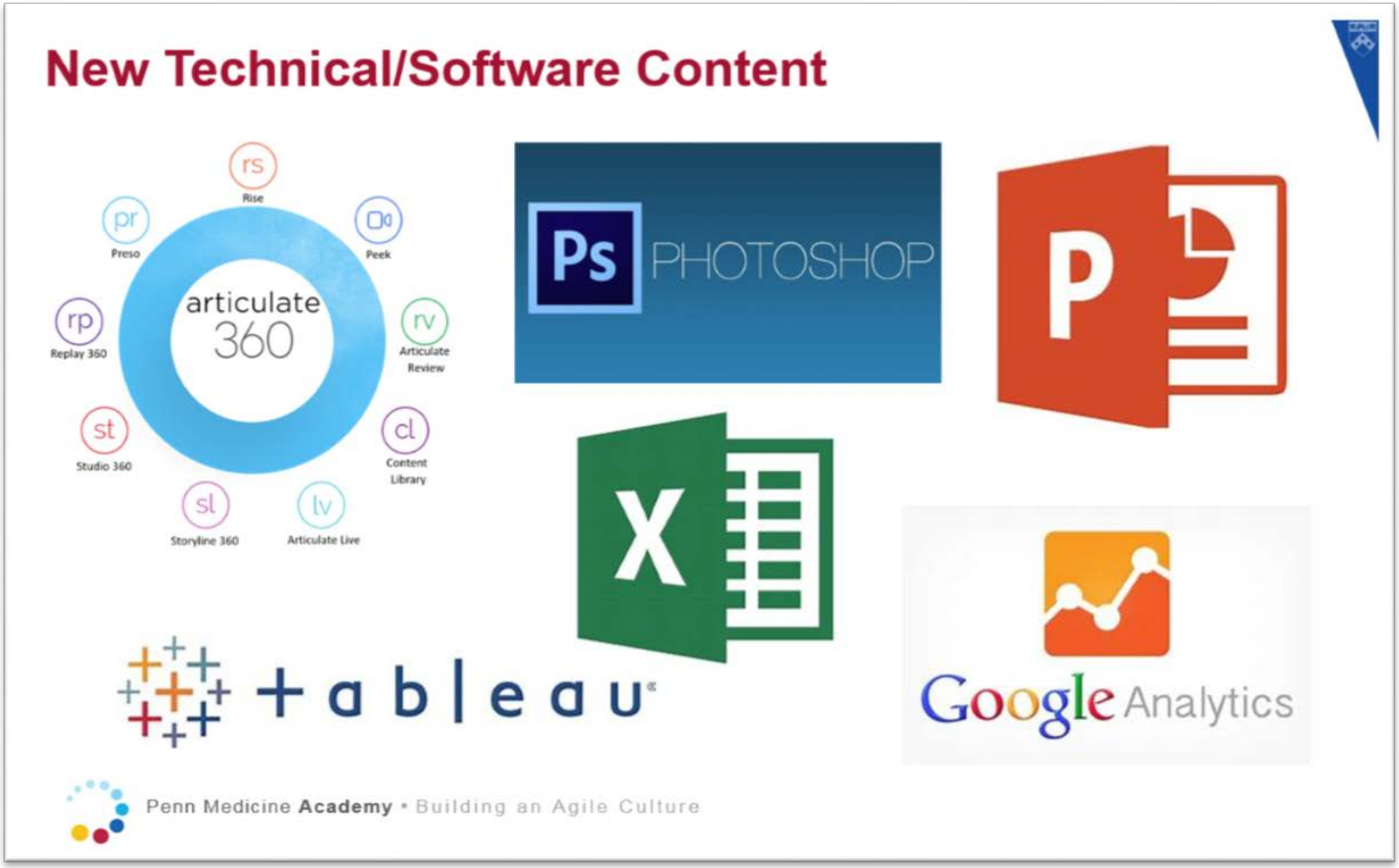
While Lynda will not replace all classroom based learning, it provides refresher or supplemental content for the PMA Manager Fundamentals course, the Manager FOCUS Series, Project Management and Process Improvement education.

Lynda also provides development opportunities for both managers and those they lead in technical and non-technical areas.



Application of Lynda - Provide New Content

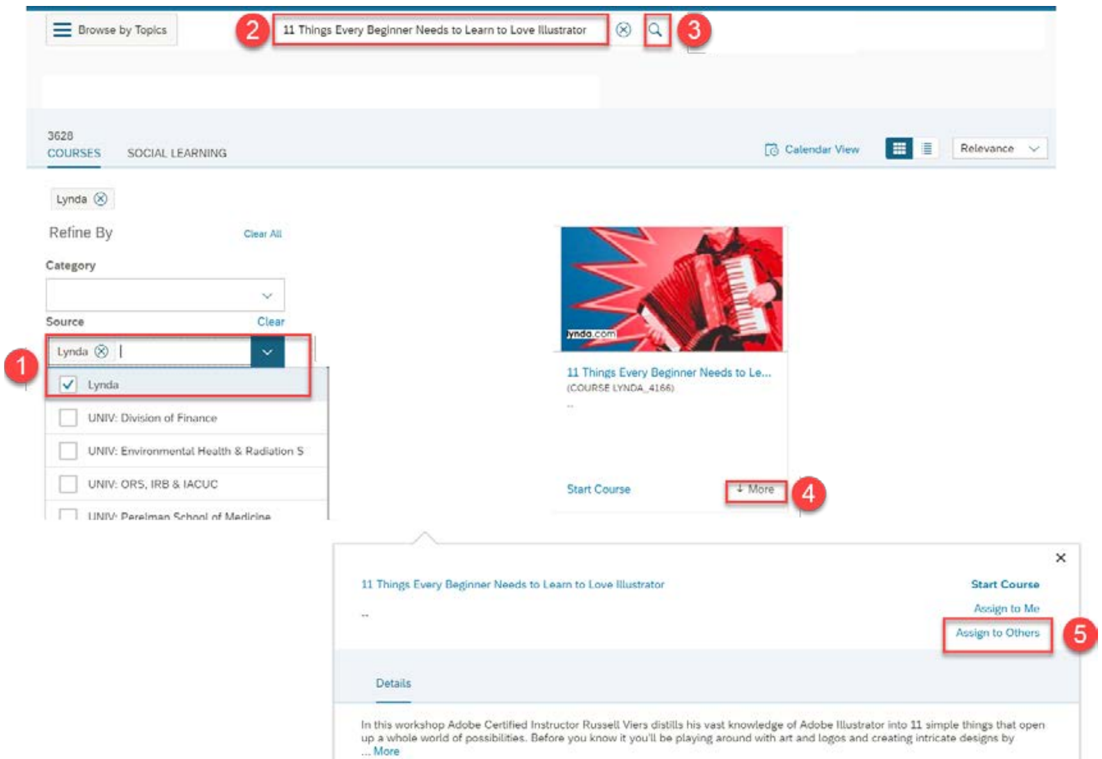
Lynda offers numerous tutorials on commonly used software such as PowerPoint, Excel and Adobe as well as more advanced skills on Tableau, Articulate 360 and Google Analytics.



How to assign Lynda course from Catalog

From your Learning Plan, click ***Browse All Courses***:

1. Click the dropdown button under **Source** and select **Lynda**.
2. Enter title or keyword in the Search box.
3. Click on the Search magnifying glass.
4. Find the course and click **More**.
5. Click **Assign to Others**.



For detailed steps to complete the assignment, click here to open the job-aid: [My Team: Assign-Remove Learning]

Where to Locate Job Aids

Click here to explore all Knowledge Link Job Aids: [Knowledge Link Job-Aids]

Search for the section titled: **For Managers and Delegates**