

## Table of Contents

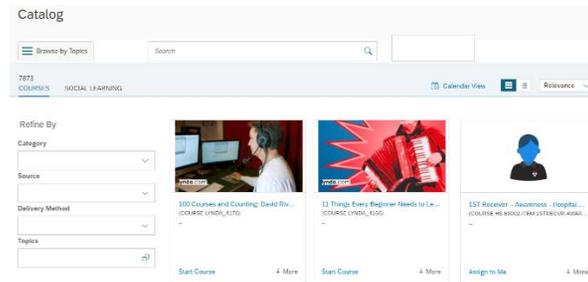
---

Exciting new changes in Knowledge Link! .....	2
New Catalog .....	3
New Supervisor Screens - My Team .....	4
New Supervisor Screens - Assign/Remove Learning .....	5
New Supervisor Screens - Register/Withdraw Employees.....	6
New Supervisor Screens - Dashboard .....	7
New Supervisor Screens - Learning Reports.....	8
What is Lynda? .....	9
How to access Lynda - first time access .....	10
Applications of Lynda - Support New Initiatives .....	11
Applications of Lynda - Supplement Existing Classroom Content/ Activities.....	12
Application of Lynda - Provide New Content .....	13
How to assign Lynda course from Catalog .....	14
Where to Locate Job Aids.....	15

---

# Exciting new changes in Knowledge Link!

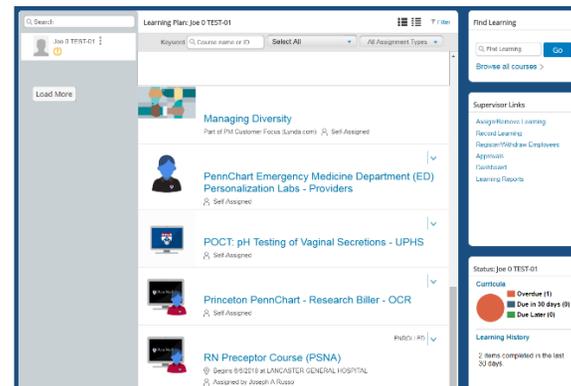
## Updated graphics and a redesigned course catalog



## 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.

The screenshot displays the 'Catalog' interface. At the top left, there is a 'Browse by Topics' button. A search bar is located to its right, with a red circle '1' highlighting it. Below the search bar, the text '7873 COURSES' is visible. To the right of this text, there is a 'Calendar View' button with a red circle '3' highlighting it, and a 'Relevance' dropdown menu. On the left side, there is a 'Refine By' sidebar with a red circle '2' highlighting it. The sidebar contains four sections: 'Category', 'Source', 'Delivery Method', and 'Topics', each with a dropdown menu. The main content area shows three course cards. The first card is titled '100 Courses and Counting: David Riv...' and has a red circle '4' highlighting its 'Start Course' and 'More' buttons. The second card is titled '11 Things Every Beginner Needs to Le...' and also has 'Start Course' and 'More' buttons. The third card is titled '1ST Receiver – Awareness - Hospital ...' and has 'Assign to Me' and 'More' buttons.

## 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**

The screenshot displays the 'Learning Plan: Joe 0 TEST-01' interface. At the top, there is a search bar (1) and a dropdown menu for the employee 'Joe 0 TEST-01' (2). Below the search bar, there are filters for 'Keyword' (Course name or ID), 'Select All', and 'All Assignment Types'. The main content area lists several learning activities, each with a 'Self-Assigned' status and a dropdown menu. The 'RN Preceptor Course (PSNA)' activity (3) is highlighted with a red box and a number 3, and its status is shown as 'ENROLLED'. On the right side, there are three summary tiles: 'Find Learning' with a search bar and 'Go' button; 'Supervisor Links' (5) with a list of actions like 'Assign/Remove Learning', 'Record Learning', 'Register/Withdraw Employees', 'Approvals', 'Dashboard', and 'Learning Reports'; and 'Status: Joe 0 TEST-01' showing 'Curricula' with a legend for 'Overdue (1)', 'Due in 30 days (0)', and 'Due Later (0)'. Below the status tile is the 'Learning History' (4) tile, which shows '2 items completed in the last 30 days'.

## New Supervisor Screens - Assign/Remove Learning

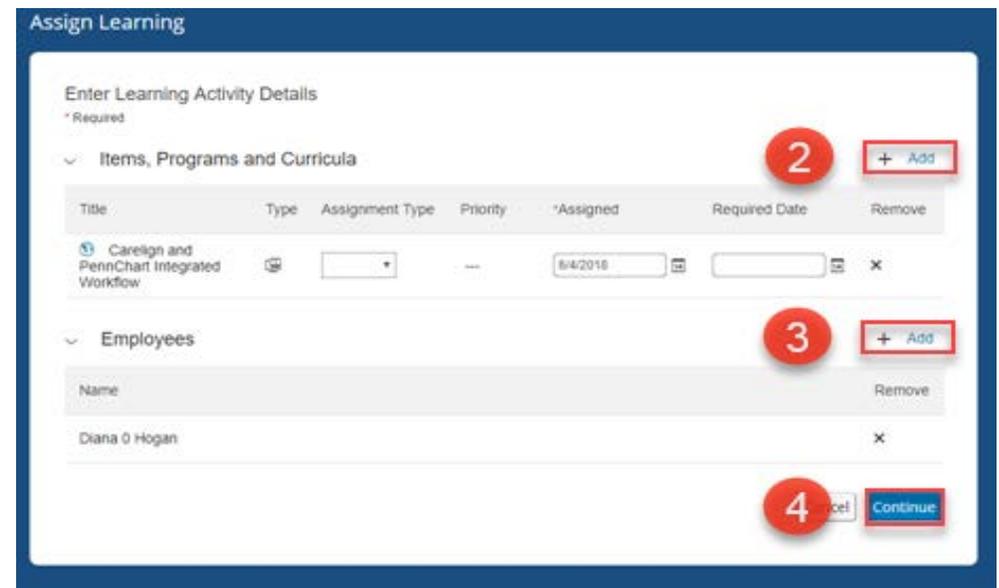
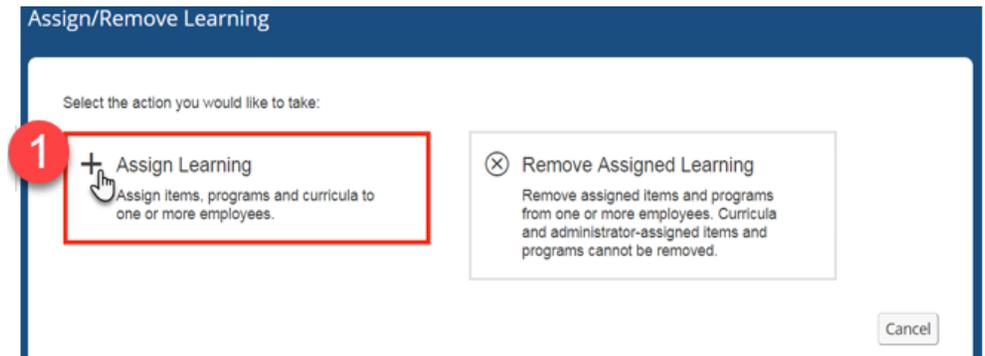
As a supervisor, you may add learning activities and curriculum on your team's learning plans. Remember, an item (course) is an assignable activity such as an instructor-led course or online training. Using the Assign/Remove Learning option, you can assign or remove one or more items to one or more employees. 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](#)

Register/Withdraw Employees

Select the type of action you would like to take:

1 Register Employees  
Register Employees into a scheduled offering.

Withdraw Employees  
Withdraw Employees from a scheduled offering.

Cancel

Register Employees for Scheduled Offering

Enter Registration Details  
\* Required

Scheduled Offering 2 + Add  
No scheduled offering selected

Employees 3 + Add  
No employees selected

Cancel Continue 4

## 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.

The screenshot shows the 'Employee To-Dos' dashboard. At the top, there are filters for 'Show: Learning' (callout 2) and 'Due Date: Next 60 Days' (callout 1). Below is a table with columns for Employee, Title, Due Date, and Status. The table lists tasks for Ben Franklin, Alex Hamilton, and George Washington. Callout 3 points to a warning icon and date '5/31/2017' in the Due Date column. Callout 4 points to the status 'Must be registered' for Alex Hamilton's task. Callout 5 points to an email icon next to George Washington's name.

Employee	Title	Due Date	Status
Franklin, Ben	PennChart Overview of Professional Billing in Single Billing	6/26/2017	Available
	PennChart SBO Navigation and Inquiry	6/26/2017	Available
	PennChart Overview of Guarantor Account Maintenance	6/26/2017	Available
	PennChart SBO Set up Payment Plan	6/26/2017	Available
	PennChart PB Single Billing Office	8/17/2017	Must be registered
Hamilton, Alex	Email Management: Creating Personal Folders and Archiving Yo	⚠ 5/31/2017	Available
Washington, George	Development and Alumni Relations New Employee Orientation	7/14/2017	In progress

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](#)

Reports

Select a Report from the list below to run a report for yourself or your subordinates.

Report Name

- Learning History
  - Learning History (CSV)
- Learning Hours
  - Learning Hours (CSV)
  - Learning Hours Group By Employee Status
  - Learning Hours Group By Employee Type
  - Learning Hours Group By Job Code
  - Learning Hours Group By Job Location
  - Learning Hours Group By Organization
  - Learning Hours Group By Supervisor
  - Learning Hours Group By User
- Learning Plan
  - Learning Plan (CSV)
- User Information
  - User Information (CSV)

# 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.

The screenshot shows the Lynda.com website interface. At the top, there is a search bar with 'healthcare' entered and a search icon. The page displays 576 results for 'healthcare', sorted by 'Best Match'. The results are categorized into Learning Paths, Courses, and Subjects. The first result is a Learning Path titled 'Become a Healthcare Project Manager' with a description about privacy concerns and regulatory constraints. The second result is a Course titled 'Selling into Industries: Healthcare' with a description about increasing sales and impact. The third result is a Course titled 'Descriptive Healthcare Analytics in R' with a description about conducting a descriptive analysis of healthcare datasets using R.

**Lynda.com** FROM LINKEDIN LIBRARY   Hi

576 results for **healthcare** Sorted By

**Types**  
All  
Playlists  
Learning Paths  
Courses  
Videos

**Skill Level**  
■ Beginner (276)  
■ Intermediate (350)  
■ Advanced (188)  
■ Appropriate for all (125)

**Duration**  
Less than 10 min  
Less than 30 min  
Less than 1 hour

**Subjects**  
Business (273)  
IT (198)  
Business Skills (156)  
Security (61)  
Big Data (66)  
Cloud Computing (45)  
Leadership (44)

**LEARNING PATH**  
**Become a Healthcare Project Manager**  
Privacy concerns and regulatory constraints are common roadblocks for healthcare project managers. This learning path will prepare you to meet those challenges, as well as provide you with a foundational knowledge to be an exceptional project manager.  
5 Courses Mar 30, 2018

**COURSE**  
**Selling into Industries: Healthcare** with Lisa Earle McLeod  
Learn how to increase your sales and your impact when selling into the healthcare industry.  
Where do you fit in the world of healthcare? (2m 44s)  
35m 35s ■ Intermediate Views: 1,776

**COURSE**  
**Descriptive Healthcare Analytics in R** with Monika Wahli  
Learn how to conduct a descriptive analysis of healthcare datasets using R by analyzing the Behavioral Risk Factor Surveillance System (BRFSS), a public health surveillance survey. This course teaches you to independently design, develop, and execute a full BRFSS analysis.  
4h 15m ■ Advanced Views: 64,659

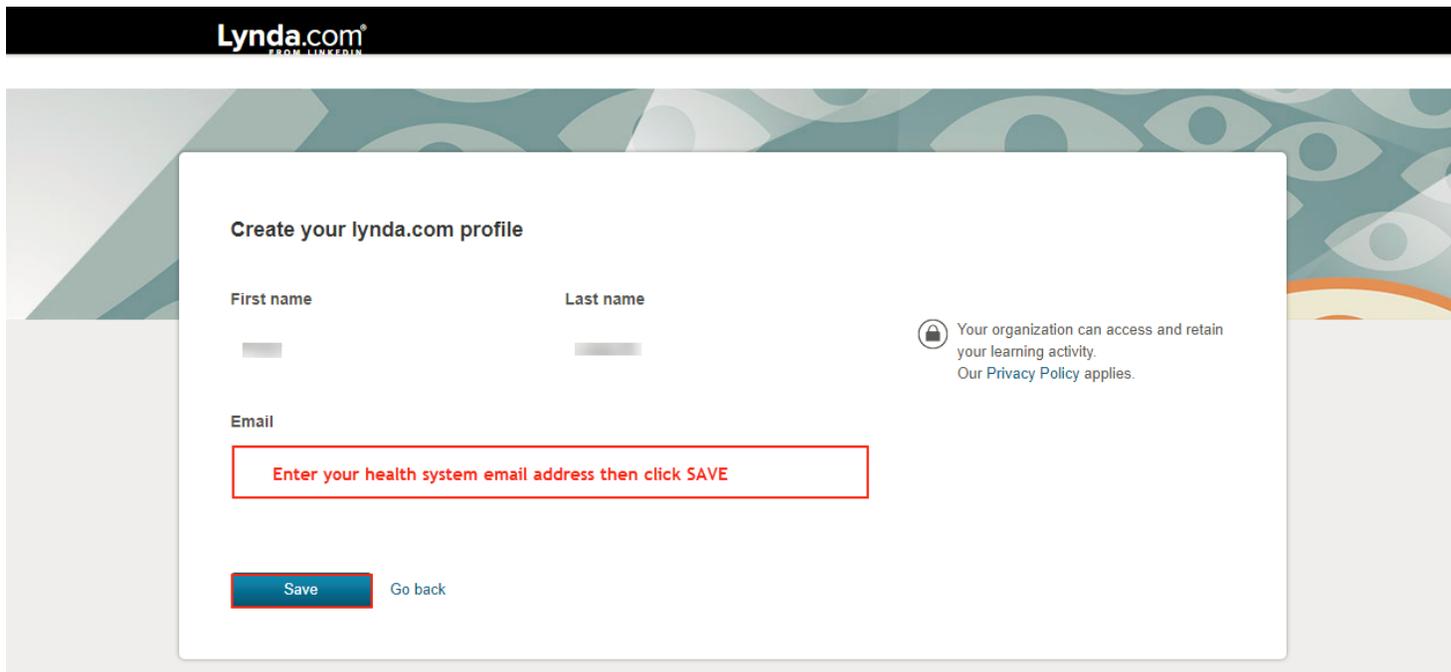
## How to access Lynda - first time access

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



The screenshot shows the Lynda.com website header with the logo. Below it is a form titled "Create your lynda.com profile". The form has two input fields for "First name" and "Last name", and one for "Email". A red-bordered box highlights the email field with the text "Enter your health system email address then click SAVE". Below the email field are two buttons: "Save" and "Go back". To the right of the form, there is a lock icon and the text: "Your organization can access and retain your learning activity. Our Privacy Policy applies."

# 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.

### Behavioral Competency Model

- Develop and understand competencies without taking people out of their role for classroom training
- Example “Ensures Accountability”

Penn Medicine Academy • Building an Agile Culture

### Employee Engagement Action Planning

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: <a href="#">Integrity Tips</a>	72.5%	-5.4%
I have helpful discussions with my manager about my career Course: <a href="#">Management Tips (weekly)</a>	54.3%	-3.0%
Conflicts are resolved fairly in my unit/department Course: <a href="#">Conflict Resolution Foundations</a> Course: <a href="#">Communication within Teams</a> Course: <a href="#">Fred Kofman on Managing Conflict</a>	58.7%	-2.4%
Abusive behavior is not tolerated at my organization Course: <a href="#">Creating a Positive and Healthy Work Environment</a> Course: <a href="#">Communicating with Diplomacy and Tact</a> Course: <a href="#">Business Etiquette: Meetings, Meals, and Networking Events</a>	76.7%	-2.1%
My organization helps me deal with stress and burnout Course: <a href="#">Managing Stress for Positive Change</a> Course: <a href="#">Managing Stress</a> Course: <a href="#">Avoiding Burnout</a>	40.7%	-2.3%

Penn Medicine Academy • Building an Agile Culture

### Patient Experience Standards

# BE

**COMPASSIONATE**  
I serve with my head and heart.

**PRESENT**  
I show up and remain engaged.

**EMPOWERED**  
I drive results with intention.

**COLLABORATIVE**  
I partner with unwavering support.

**ACCOUNTABLE**  
I commit to every single moment.

“BE” Standard=	Compassionate	Present	Empowered	Collaborative	Accountable
Foundational (LEVEL 1) Behavioral Competency	Integrity Values Differences	Patience/Customer Focused	Critical Thinking & Problem Solving	Collaborates Communicates Effectively	Integrity Accountability

Penn Medicine Academy • Building an Agile Culture

### Talent Management Website & Toolkit

Penn Medicine Talent Management Strategy

**COMPETENCIES**

- Interviewing
- Onboarding
- Ongoing Feedback
- Performance Management
- Development Planning
- Succession/Workforce Planning

Penn Medicine Academy • Building an Agile Culture

# 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.

## Supplemental Learning for Managers

Development Plan | 2018

**Leadership Curriculum**  
The following represents the learning elements for newly hired leaders.

Course Name	Description	Optional Lynda Complimentary Content
<b>Manager Fundamentals</b>	This one-day course provides foundational tools required to be an effective manager and to ensure optimal performance. Manager Fundamentals introduces language, conceptual framework and tools that allow you to: <ul style="list-style-type: none"> <li>Position yourself for immediate success as a manager</li> <li>Define performance expectations</li> <li>Ensure performance through giving feedback and active listening</li> <li>Manage performance gaps</li> <li>Motivate different generations in the workplace</li> </ul>	<a href="#">Online Course Curriculum for Manager Fundamentals</a> <a href="#">New Manager Expectations</a> <a href="#">Managing Teams</a> <a href="#">Having Difficult Conversations</a> <a href="#">Leading with Emotional Intelligence</a> <a href="#">Leading Productive One-on-One Meetings</a> <a href="#">Delegating Tasks to Your Team</a> <a href="#">Coaching and Developing Employees</a> <a href="#">Management, Six Weekly Management, Top Tips</a>
<b>Focus on People</b>	This course begins with an executive overview of Penn Medicine's people strategy, the importance of employee engagement and the value of our human capital. Participants receive the results of their Strengths Based Leadership assessment and participate in exercises designed to increase the manager's awareness of their own individual strengths and strategies to leverage those strengths in creating the conditions of engagement.	<a href="#">Online Course Curriculum for Focus on People</a> <a href="#">Employee Engagement</a> <a href="#">Motivating and Empowering Employees</a> <a href="#">Developing Self-Direction</a> <a href="#">Managing Experienced Managers</a> <a href="#">Managing Stress for Positive Change</a> <a href="#">Having Difficult Conversations</a>
<b>Focus on Performance Management</b>	This course focuses on learning the foundational practices of good performance management, such as engaging feedback and discussion, setting performance goals and standards, and assessing an individual's specific performance barriers. Simulation learning is used with actors from the Perelman School of Medicine Standardized Patient program playing the role of employees in one-on-one structured experiences, with participants serving in the role of the manager. These scenarios are fully debriefed in person as well as videotaped to be viewed privately after the class through a password-protected process.	<a href="#">Online Course Curriculum for Focus on Performance Management</a> <a href="#">Managing High Performers</a> <a href="#">Giving and Receiving Feedback</a> <a href="#">Coaching Employees through Difficult Situations</a> <a href="#">Managing Employee Performance Problems</a> <a href="#">Coaching and Developing Employees</a> <a href="#">Delivering Employee Feedback</a>
<b>Focus on Financial Performance</b>	This course begins with an executive overview of Penn Medicine's strategy in financial performance, with a focus on how and why Penn Medicine generates revenue and explores the current state of the healthcare industry. Participants learn their stewardship responsibilities in managing to financial performance metrics, reading key reports, and how to manage their budget and develop a vision for the future.	<a href="#">Online Course Curriculum for Focus on Financial Performance</a> <a href="#">Financial Literacy: Reading Financial Reports</a>

- Example: Manager who attended Focus courses see refresher on select topics

Penn Medicine Academy • Building an Agile Culture

## Supplemental Learning for Development

Development Plan | 2018

Competencies	<ul style="list-style-type: none"> <li>Building Effective Teams</li> <li>Communicates Effectively</li> <li>Values Differences</li> </ul>		
<b>Developmental Goal:</b>	<ul style="list-style-type: none"> <li>Build strong, collaborative, multi-generational teams with diverse skills.</li> <li>Become more self-aware, align intention with impact and communicate effectively.</li> </ul>		
Action Steps	Source of Feedback	Time Frame	Progress Notes
<b>Lynda content on:</b> <b>Building Effective Teams</b> Build strong, diverse teams that apply their diverse skills and perspective to achieve common goals.			
<b>Lynda content on:</b> <b>Communicates Effectively</b> Develop and deliver real-time communications that convey a clear understanding of the unique needs of different audiences.			
<b>Lynda content on:</b> <b>Managing Multiple Generations</b> Discover how to successfully manage multiple generations in the workplace from baby boomers to millennials, and figure out what each group wants and needs, and how they like to be managed, motivated, and mentored.			
<b>Lynda content on:</b> <b>Developing Your Emotional Intelligence</b> Learn what emotional intelligence is and why it's important. Become more self-aware so that you identify triggers that may hinder your performance. Align your intention and your impact so that you can build strong and collaborative relationships.			

- Example: New or experienced employee with developmental opportunities

Penn Medicine Academy • Building an Agile Culture

## 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.

**New Technical/Software Content**

The image displays a collection of software logos. On the left, the Articulate 360 logo is central, surrounded by icons for its components: Rise (rs), Peek (pk), Articate Review (rv), Content Library (cl), Articulate Live (lv), Storyline 360 (sl), Studio 360 (st), Replay 360 (rp), and Preso (pr). To the right are the logos for Adobe Photoshop (Ps), Microsoft PowerPoint (P), Microsoft Excel (X), and Google Analytics. At the bottom left is the Tableau logo, and at the bottom center is the Penn Medicine Academy logo with the tagline "Building an Agile Culture".

articulate 360

Ps PHOTOSHOP

P

X

tableau

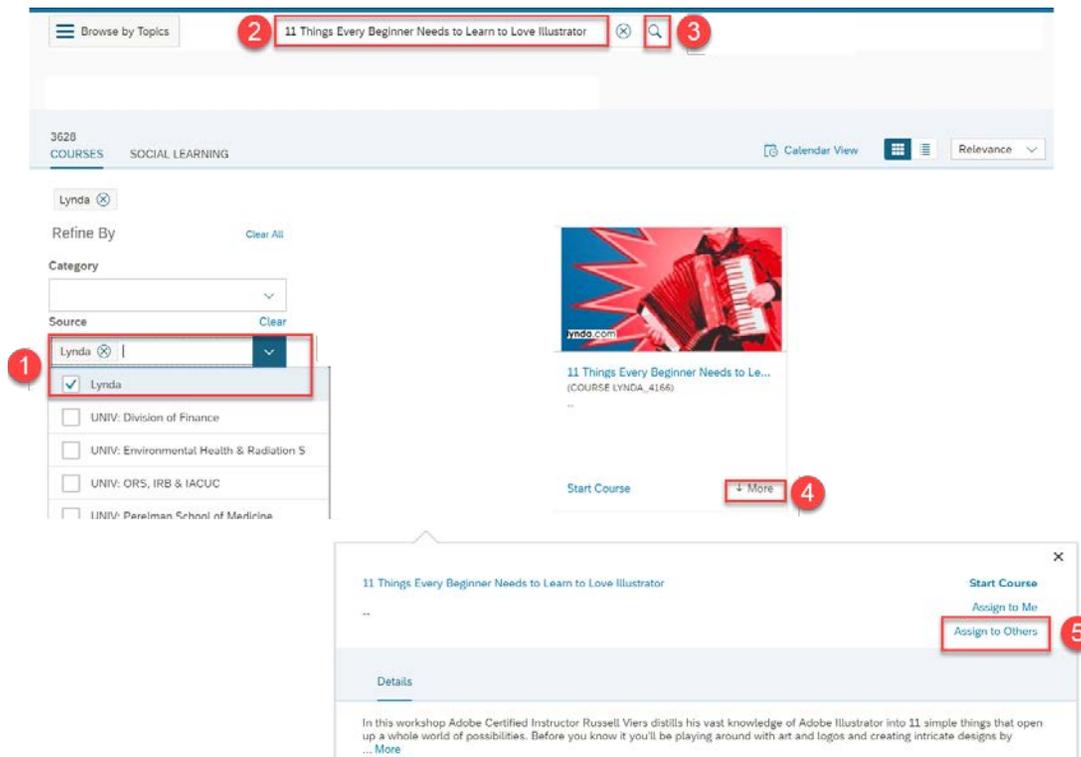
Google Analytics

Penn Medicine Academy • Building an Agile Culture

# 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**

**Penn Medicine**

KL ADMIN NEWSLETTERS | KNOWLEDGE LINK JOB-AIDS | PENNYKEY HELP | LYNDA FAQ

## KNOWLEDGE LINK

### Knowledge Link Job-Aids

**For KL Administrators**

**Basic Administration Help**

- Knowledge Link Architecture
- Scheduled Item or Online Item Settings Guide
- Naming Conventions Guidelines
- How to Create an Online Item
- How to Create a Scheduled Item
- How to Launch Proxy

**Searching and Reporting**

- How to Search and Filter in Knowledge Link
- Running Reports (including commonly used reports)
- Compliance Reporting in Knowledge Link

**Scheduled Offerings**

- How to Create a Scheduled Offering
- How to Enroll/Withdraw Users from a Scheduled Offering
- How to Give Credit / Close Out Scheduled Offerings
- How to Send Notifications
- Quickly Update All Segments in a Scheduled Offering (VIDEO)

**Quizzes**

- How to Preview, Edit, and Publish a Quiz
- Add Quizzes to Items
- Activating Quizzes in Scheduled Offerings
- How to Reset a Quiz
- How to Review Quiz Results

**For Managers and Delegates**

**My Team Tab**

- Assign-Remove Learning
- Enroll-Withdraw Employees
- Learning Dashboard
- Learning Reports

**Delegation**

- Delegating Manager Functions
- View as a Delegate

**For End-Users**

- How to Take a Quiz
- How to Review eLearning from Learning History

**Browser Support**

 **Internet Explorer 11 (Preferred Browser)**  
Click here for configuration instructions.

 **Google Chrome**  
Click here for configuration instructions.