



MyQuickCoach

Beth Kuehl

Human Resource Services

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Good morning, I'm Beth Kuehl. I'm from Human Resources and I'm going to do a kind of a quick demo of MyQuickCoach. How many have heard of MyQuickCoach? How many have been out there and viewed more than two videos? Well, I'm going to beat your record because everyone is going to view two videos today, so then you can raise your hand next time. We collaborated with the University of Iowa and we actually, in partnership with them, have a new service that allows you to access online learning 24x7. It is a great resource. We specifically have looked at it for the workers that we work with. We know that workers have, employees have less than five minutes specifically a day to spend viewing. We wish we had more. So we were looking specifically for a product that you could actually go out and view five minute snippets of something that might help you that day. I cannot tell you how many times I've taken a phone call someone has been very upset. You get off that phone and then for the next 10 minutes you think about all of the things that you could have said, you could have done differently. This hopefully will save you that 10 minutes of being frustrated of what you could have done so for the future uses.

I'm going to quickly go to MyQuickCoach. If you were to access this there are two different ways. Right now we have over 2000 users in the system. Out of the over 2000 users, there is one user who cannot view videos, that's me. So, I'm going to go a roundabout way to show you the videos this morning. I'm going to show you how you would access them. So, I'm going to go into MyUniverse. I have actually customized my tab page for me, the work that I do. I'm going to click on "Work at UNI" because I'm hoping our tabs will look very similar in that we're going to see Human Resource Services. We have a link to our web site. We also have Jobs@UNI for employment and then MyQuickCoach. I do want to put a little speal out about lynda.com. Lynda.com is also a service provided by ITS and originally it was purchased specifically for technology, educational technology. Learning how to use Google, Microsoft, and so forth, but that service has also incorporated great resources for employees as it relates to their performance or working with difficult people. Heaven forbid you want to update your resume, they have a great resource for that. Their focus more is on course development. They have little snippets also, so at the end you can complete a course, but it also is a really good resource. These two companies right now are competing, which is really good because we're getting a lot of great resources because of that.

MyQuickCoach, when you login, you can go kind of two different ways. Cool, someone was logged in. I get to use their account so we get to see video. Sorry whoever this is. I'm not logging out, I'm going to show you exactly what I get to see. MyQuickCoach has a lot of intelligence built-in behind it. They are going to watch and record, not by user, just watch your basically your account to look at what kind of videos you access and because of that they are going to start providing you other suggestions that you might not have viewed. There are over 2000 videos and every year they are updated based on statistics. These are all done by experts in the field. This is not something where they have hired someone off the street to read someone else's research. These are actually the researchers and the experts in the field. So, I'm going to quickly go on "time management." In time management, you can see right away it's a really quick click to that particular area and so you have videos that you can watch, you have different levels on the side which really is advanced or basic. I'm going to click on one, "Managing Yourself Instead of Managing Time." I'm going to show you a few other things while that is connecting. I'm going to pull up another browser to ensure that I can get into it. So they gave me a backdoor for today. I'm going to click really quickly on "Time Management." to give you an idea of what we can see.

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The video has little snippets on the side and if it had not blown up you would have seen it. It asks me my rating. It has different little tips for each one of the videos. It also has transcripts for each one of the videos for those of you that might have sight impairment or others. You can also save this video so it becomes part of your MyQuickCoach profile. So if you want a quick reference to it or if you know someone is having a difficult day and you have a snippet on how to handle a difficult person, which we're going to do a really quick search on. You can quickly click on the "share" button and you're going to, it's going to provide a really, really small link That small link will be available for 14 days. They do not need to authenticate into it in order to view the video. So, an easy way to share if you have students in a classroom or your faculty want to share a snippet, they can actually share any of these videos for free. Students currently do not have access to this system, but they do have access if you share. So, if there is a GA in your office that is struggling with something in their classroom or a student employee in your classroom that just needs to know how to handle that phone there are some great resources on how to answer the phone with customer service in mind. No more than 5-6 minutes per snippet, it would just be a great resource for those students and for those GAs who are handling difficult situations that maybe they have never been prepared for. So, again, you can share any of the videos.

This is also mobile. So, if you have a mobile device it works both on iPad and also on any type of smartphone, Android. So you can also view that way. I'm going to go really quickly to this search. I'm going to show you the home.

If you want to kind of see an overall, broad, what are the topics that this service provides, I'm going to click on "view listing topic searches." On the left hand side you're going to see a listing. This is all based on research, what other businesses are looking for in these areas. So, everything from decision making to emotional intelligence, project management. If that's not one of your strengths, this is a great resource. Team building. If you have an issue with building a team or want to get new strategies, here you go. And again when I think of team, I think of those that are working with me. So maybe it's that student employee that just needs a little bit more assistance with understanding their goal. If you click, you're going to see that they move. It's a little freaky. So, performance management is also about yourself and this is not a negative this is a positive. Maybe you're looking at increasing your performance in an area and these, again, are leading experts in these fields. You can go to amazon.com, to our Library, and you're going to find professional books written by these experts. They typically love to give two hour lectures. This company has restricted, it can only be five minutes, so it's very quick topics.

I'm going to also use the search really quickly. Here is "Difficult People and Healthy Communication." It's, again, a four minute presentation. I'm just going to click really quickly on this one.

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I will warn you MyQuickCoach does focus on you. If you're looking for how to change someone this isn't the resource for you. Every video that you see you're going to get that feeling. Again, this isn't just for you. I do hope that you share this with others. If you're on the phone with somebody and you know they've just had a really bad phone call or they just had a PAF rejected for the fifth time. Go out, do a quick search. It doesn't take long and sometimes we just need to put things into perspective. I hope this resource is something you find useful. Again, lynda.com is also very, very good. I cannot stress enough about how these two products are the best on the market and you have them free and they are very, very quick.