

HOW TO

Onboard Employees Faster with Game-Based Learning



lemonadeLXP



Introduction

It takes time for new hires to become productive.

In fact, some research shows it can take up to 2 years before a new hire is as productive as the person they're replacing.

Sounds expensive, right?

To get new employees productive, you need to:

- Teach the right information
- Give them the skills they need to do their jobs
- Build their confidence

How can you accomplish those things quickly? Simple. With game-based learning.

How Game-Based Learning Speeds Up Onboarding



1

Build Foundational Knowledge Faster with Game-Based Learning

Game-based learning is a great way to teach basic information new employees need to know. From product knowledge, to safety protocols, to information security procedures, game-based learning makes it easier, faster, and more enjoyable to learn new information.

Here's how it works.

Game-based learning takes your existing learning content and transforms it into a game, so employees learn as they play. This not only makes learning more fun, it also helps employees learn more. That's because game-based learning uses proven principles from cognitive psychology (like [practice testing](#), [distributed practice](#), and [interleaved practice](#)) to help employees learn, remember and apply more information than traditional classroom training or LMS courses.



2

Build Confidence Using Technology

Every organization uses different technology, and learning how to use new tools can be time consuming. No one wants to make a mistake — and new employees can be even more hesitant about using unfamiliar systems.

An easy way to train on new technology is with product simulations or walkthroughs. Many organizations use these — but most use what we refer to as “[blinking light simulations](#)” where employees are walked through a piece of technology, clicking on the blinking lights. The issue with this is a blinking light simulation is like a GPS: while it’s on, it’s great. But when you have to go somewhere without it, you can’t remember where you’re going.

Taking a game-based approach to your simulations helps overcome this issue, by walking employees through a piece of technology — then challenging them to do so without the helping hand. This “challenge mode” helps employees practice actually using the tool, while still in a risk-free environment. Scores, points and grades help employees understand when they’ve made a mistake — and encourage them to repeat the task until they’ve mastered it.



3

Practice Soft-Skills

It's not just company information you need to train your new staff members on. Soft-skills are a critical part of many roles. From customer service, to sales, to leadership, new employees need to understand how they should behave and interact with colleagues and/or customers.

Soft-skills training is often quite different than knowledge-based training. You can't teach customer service skills with quizzes. This is why soft-skills are typically learned on-the-job over time. But that's not the only way.

Game-based learning uses role-play scenarios to train on soft-skills before employees hit the floor. Game-based role-plays are a great way for new employees to practice interacting with customers and colleagues in a risk-free environment. This not only helps develop the soft-skills they need to be effective — it builds their confidence applying information they've learned, so they're more productive faster.



4

Encourage Application

At the end of onboarding you need your new employees to feel confident so they actually apply what they've learned.

Building confidence requires repetition and reinforcement.

Game-based learning is designed to encourage repetition with learning content. Often, employees need to master content to level up or earn rewards. And tactics like star ratings, scores, and grades help tap into employees desire for self-improvement. After all, no one wants to have a D rating at a new job.

Game-based learning also continually reinforces correct information and behaviour through feedback loops. Every question in learning games is followed by an indication of whether the employee got the answer correct or incorrect — helping the employee understand how they're doing, as well as reinforcing the correct behaviour.





The Bottom Line

Game-based learning makes onboarding faster, more effective, and more enjoyable for new employees.

By targeting the foundational knowledge, technology, and soft-skills new staff members need to be effective, game-based learning ensures new hires are confident in their roles before they hit the floor.

Plus, since most game-based learning is mobile accessible, employees can take refreshers whenever they need them — improving their job performance while taking pressure off your managers.

Sources 1. Kevin Oakes, "Identifying Roadblocks to Productivity." *Training Industry Quarterly*. Winter 2012. pp.40-41. http://www.nxtbook.com/nxtbooks/trainingindustry/tiq_2012winter/index.php?startid=40#/40



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