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**USER GUIDE**

# **HOW TO DRIVE LEARNER COLLABORATION**

## **WITH DIGITAL WORKSPACES IN TOTARA ENGAGE**

*Learning Specialist,  
Ministry for Primary Industries (MPI)*



*How teams work and collaborate has been slowly changing for years; however, the events of 2020 triggered by a global pandemic have acted as a catalyst for change. Millions of people are now working remotely, with as many as 42% of all employees working from home.*

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The shift from a traditional office space creates both opportunities and challenges. One of the major challenges teams face is how they can support each other effectively. Traditional knowledge sharing methods such as dropping by someone's desk or catching a colleague in the kitchen are no longer happening. So where are your people expected to go to share knowledge, ask questions and gather opinions?

Totara Engage, the adaptable learning experience platform (LXP), can help to fill the gap left by the shift from physical office spaces. By creating digital workspaces, teams can work together to problem solve and learn. Workspaces are powerful, digital areas where social and continuous learning can flourish and informal brainstorming sessions can happen exactly when a colleague requires support.



*Of course, this is a change in working practice, and change requires reflection. So, when building workspaces how do you get started? And how can you make a workspace thrive? In this guide, we'll reflect on the following questions:*

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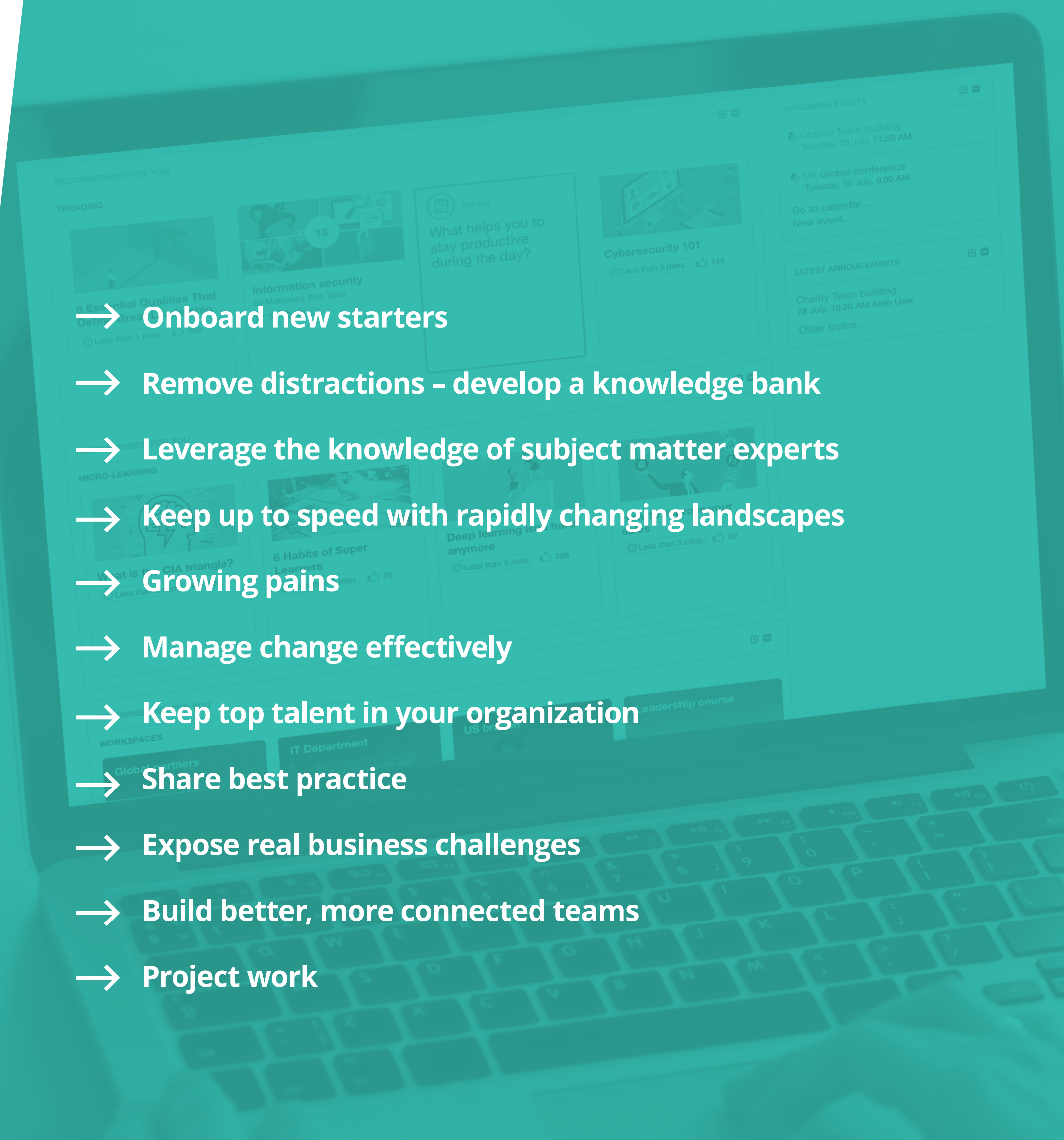
**WHICH COMMON  
ORGANIZATIONAL  
CHALLENGES CAN  
WORKSPACES HELP  
YOU TO SOLVE?**

Kristen Barker  
Learning Specialist  
Ministry for Primary Industries (MPI)





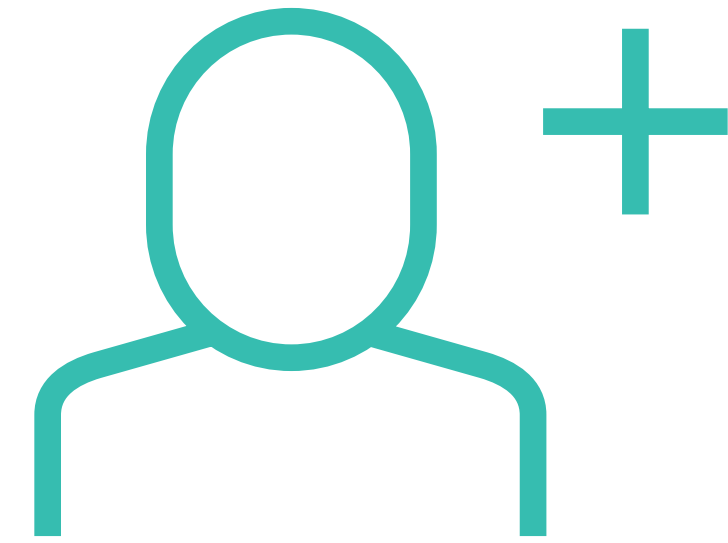
With Totara Engage, you can boost learning programs and harness the power of informal learning and collaboration. Totara Engage removes the limits of formal learning and embraces the power of the collective to create and curate more learning content than ever before. How you decide to use a workspace will ultimately depend on your organization's particular needs. However, there are some use cases that will be common across many organizations. In this section, we'll review some situations in which a workspace could be particularly useful.

- 
- **Onboard new starters**
  - **Remove distractions – develop a knowledge bank**
  - **Leverage the knowledge of subject matter experts**
  - **Keep up to speed with rapidly changing landscapes**
  - **Growing pains**
  - **Manage change effectively**
  - **Keep top talent in your organization**
  - **Share best practice**
  - **Expose real business challenges**
  - **Build better, more connected teams**
  - **Project work**

## ONBOARD NEW STARTERS

How someone starts at an organization can really set the tone for how they'll work over their time at an organization. A massive [88% of employees think that their employer did a poor job with the onboarding process](#), showing that for most of us, there's a lot of work to be done. A simple way that employees can feel welcomed and have the best possible start at an organization is by creating an onboarding workspace.

The workspace can contain all the resources that will help to support an individual in the first few weeks at the organization. With [40% of new hires saying it takes too long to get a response from HR](#), a workspace can hugely speed up the onboarding process. You can include resources like a company organizational chart showing who's who, point to company policies and provide links to all the useful tools an individual is likely to use during their time at your organization.



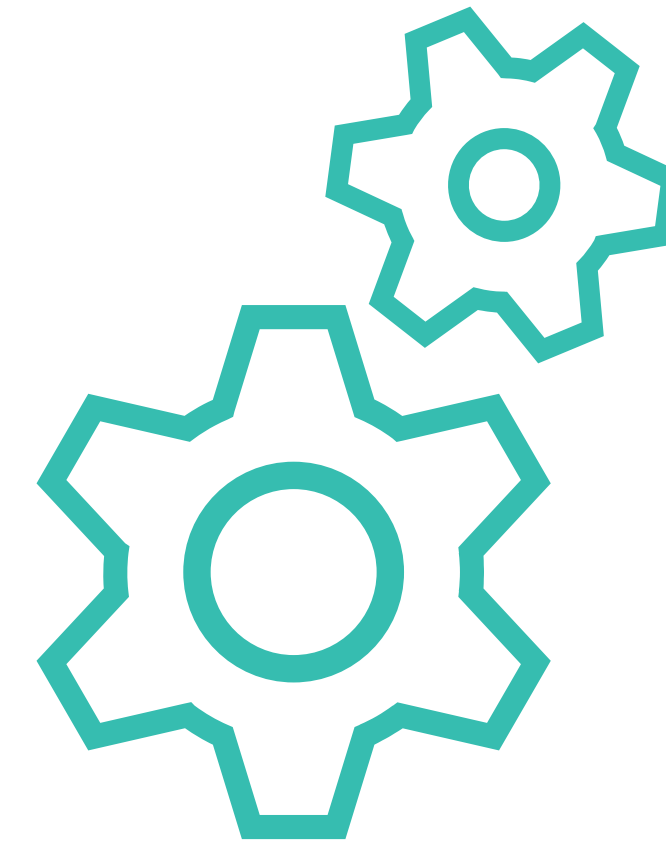
*33% of high-performing onboarding programs build social networking into the onboarding process.*

**- The True Cost of a Bad Hire, Glassdoor**



As well as orienting your new team members, an onboarding workspace can help to introduce new team members to the rest of the organization. New starters can join the space and introduce themselves to explain their role to the rest of the organization. If you include team leads in the onboarding workspace then they'll be able to welcome new people and ensure they understand all the different areas of your business.

If you couple Totara Learn with Totara Engage, then you'll be able to build your compliance-based training into Totara Learn and complement the onboarding training with a workspace in Totara Engage. By combining the two platforms, you'll provide a more rounded onboarding experience, comprising both formal, structured learning and informal knowledge sharing. This way, people get off to the best possible start in your organization and become productive faster.



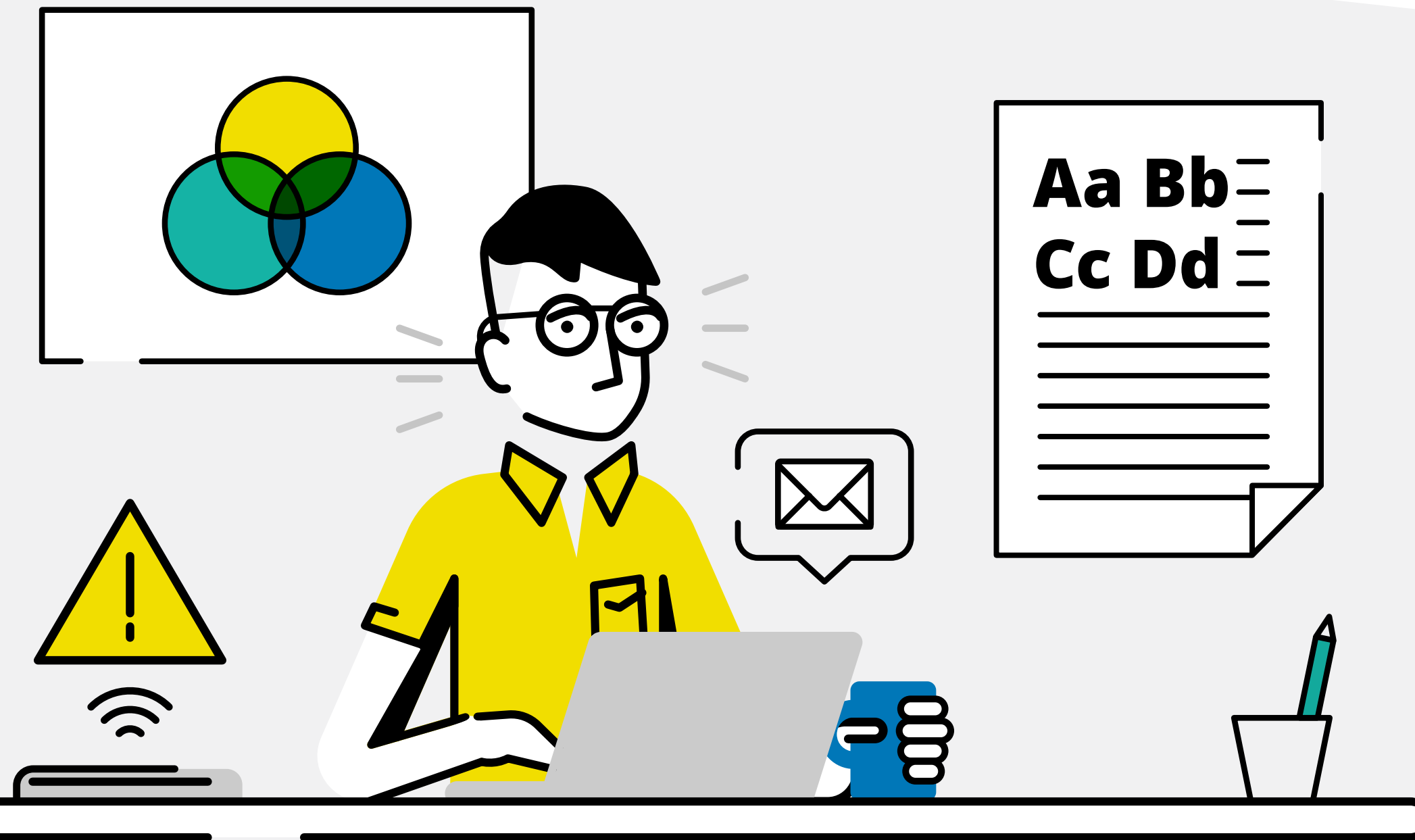
## **REMOVE DISTRACTIONS - DEVELOP A KNOWLEDGE BANK**

In many organizations the same questions, such as how to perform a certain procedure, or where a specific file is stored, may repeat themselves. While you may have a helpful and supportive team that is happy to constantly cover the same areas, this isn't a productive use of anyone's time. If your people are constantly repeating the same information, then they are not focusing on more important parts of their roles. There is an opportunity cost to not having a list of frequently asked questions that everyone can access at the point of need. You can save everyone time by developing a resource bank of FAQs within a dedicated workspace in Totara Engage.

By having a centrally accessible FAQ bank available, employees can independently discover important information without having to constantly ask their teammates. If you have a public workspace set up, then anyone will be able to view the resources in the space without having to ask questions. Setting up a knowledge bank of FAQs ensures everyone feels confident at work and that everyone is as productive as they can be.







*Alex works as the Art Director at an organization and has been there for over six years. During that time Alex has picked up a lot of skills surrounding how to create captivating online campaigns. After six years, Alex also knows a lot about how things work at the organization, and is a very personable colleague. They'll get asked questions on everything such as what color something should be to who's the best person to speak to about a particular topic. Alex is always fighting to get time to focus on their main tasks due to the number of questions they get from colleagues.*

## **LEVERAGE THE KNOWLEDGE OF SUBJECT MATTER EXPERTS**

Similar to building a space for FAQs, you can also build out smaller, more niche workspaces that allow your subject matter experts to shine. Subject matter experts are likely to get more questions than other employees, so to help ensure they stay on task, support them by building a workspace where they can build a knowledge bank of their valuable expertise through targeted content curation. This way, if they're at capacity or on leave, other people in the organization will still be able to gain insight into a specialized area without disturbing your subject matter experts. If they're acting as a bottleneck for some projects, then providing a workspace for your subject matter experts will also help to remove blockers where possible and increase productivity.

## KEEP UP TO SPEED WITH RAPIDLY CHANGING LANDSCAPES

Working in fast-moving industries means that change happens quickly. So quickly in fact, that many of your people may struggle to keep up with the required changes in your organization. This is especially true if you're reliant on traditional forms of communication like email - which is most of us, as [email remains the most popular form of workplace communication](#), despite the fact that [23% of employees](#) consider email the biggest productivity blocker at work.




Workspaces mean you can create central spaces that focus on policy changes, relevant industry news, organizational transitions and updates to ways of working. Many of your senior leaders can also add resources and lead the discussion within a workspace to ensure the rest of your people are fully up to date with what's happening both in your organization and across your sector.

## GROWING PAINS

If your organization is growing quickly, this is often considered a hugely positive time for the organization. However, sometimes growing quickly can be painful for the people already in your teams, so it's vital you ensure that you're supporting this rapid growth with the right technology.

If your organization grows quickly, there can be a risk that some areas of the business don't get the resources or support they require to work as effectively as possible. Workspaces help your people come together and plug any gaps that might open up as your organization expands.





*An organization has decided to go completely digital and remove its former paper-based processes. This transition has caused some concerns for members of the organization as they're not sure who to talk to about the changes. The team is concerned that some processes that are paper-based are changing too quickly in the new digital system. People think that certain aspects of the transition have not been fully thought through. The fact that the change was only briefly announced through email and that people feel forced to make changes means that some people at the organization don't feel it's their place to explain potential problems with the plans that will prove costly to fix later.*

## **MANAGE CHANGE EFFECTIVELY**

Change is tricky, and for a whole range of reasons people can be very resistant to change. To help engage and involve your people, you can set up a workspace prior to any procedural or organizational changes, which will help in several ways. Firstly, it will help to inform and educate people that a change is coming. This will help mitigate the risk that your people feel blindsided by the change. Secondly, people will have the opportunity to share their point of view as to how any potential change will affect them.

A workspace also allows you to see how a change in operation could have consequences that were previously unforeseen. Creating democratic spaces ensures people have a voice and can help to make any changes within the organization work well for as many people as possible.



## KEEP TOP TALENT IN YOUR ORGANIZATION

Feeling disengaged and unheard is a key reason many people leave their organizations. In fact, **28% of new hires leave within the first six months** of starting a new job. Workspaces create more democratic spaces in which people can share their thoughts, and ensure they're listened to.

Workspaces allow your people to shine as they'll have a platform to share their ideas which will be visible across different teams. This means that your top talent can be both listened to and recognized for their talent, which can help accelerate career development and empower them to excel within your organization. On the other hand, traditional organizations with siloed teams risk losing their top talent if they don't give them a space to shine.



## SHARE BEST PRACTICE

If certain teams are performing better than others, there's undoubtedly a reason why. By using an LXP such as Totara Engage, you can create a best practice workspace that will allow successful teams and processes to be shared more easily across the organization.

Surfacing the tips and tricks that successful teams use ensures that everyone can learn from their progress (and failures), making everyone more productive across the organization. For instance, if the customer support team has found a tool to improve their processes to work more efficiently, they can share this in the best practice workspace to help other teams boost their own efficiency.

## **EXPOSE REAL BUSINESS CHALLENGES**

It might only be in passing that people from different teams become aware of challenges that individuals and teams may be facing. Informal, social conversations in breaks or at lunch can surface interesting things happening across the organization that wouldn't have been mentioned in a formal setting, meaning lots of information is missed. As traditional offices become less common and remote working becomes the norm, we're at risk of losing these useful, informal conversations altogether.

When a team lacks the information they need to progress with a task, it's often the case that someone on another team holds the answers.

However, it's true that often, we don't know what we don't know, so this information can remain trapped within that other team when nobody knows who to ask. If people don't know about the challenges other teams are facing, they can't offer their support or expertise, leading to wasted time and duplication of efforts.

You could set up a dedicated workspace that contains team members from across the business. Whenever a team member faces a challenge that they can't solve with their own department, they could post it into the space so that others can offer support and advice.



Not only will you likely solve challenges quicker, but senior leaders can see the real challenges that teams face on a daily basis meaning they can add more resources or support where it's required. Also, by openly discussing what's happening people can feel more included and engaged as they understand how their role helps to support the success of others across the organization.





## **BUILD BETTER, MORE CONNECTED TEAMS**

As teams become more fragmented and working remotely becomes more commonplace, we risk losing the cohesion and camaraderie of the traditional team. By building workspaces for teams, they can connect more readily, share their challenges and support each other, even from a distance.

It's always been a challenge to make geographically dispersed employees feel like part of the same team; particularly when they're spread across countries, continents and time zones. A collaborative workspace on Totara Engage ensures that everyone has their say outside the confines of everyone's working hours, providing a way to keep the conversation flowing within an asynchronous environment.

## **PROJECT WORK**

Workspaces are ideal for fueling team collaboration and allowing colleagues to discuss specific projects. Project members and all of the resources that are required to make the project a success can be added directly to the workspace. Through this workspace, users can highlight their requirements, share plans, agree deadlines and highlight any challenges or issues that they are facing.

You'll be able to bring team members and resources together to ensure no one on the team wastes time searching for updates or having to rely on out-of-date or incorrect information. An LXP such as Totara Engage is ideal for content curation, empowering everyone to pool their knowledge and leverage the expertise of their colleagues. Using the workspace also ensures that everyone involved in a project stays in the loop, whether or not they sit within the regular team, while also reducing the noise for teammates not involved in that specific project.



Alex Virtue  
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Ministry for Primary Industries (MPI)

# 2

## HOW CAN WORKSPACES SUPPORT SOCIAL LEARNING AND HELP DEVELOP YOUR PEOPLE?





# LEARNING SOCIALLY THROUGH WORKSPACES

*As technology rapidly changes the ways in which individuals perform their roles, there's a need to constantly reskill to ensure your organization doesn't get left behind. As well as providing your team with formal learning through Totara Learn, you can add informal learning to your blended program by introducing an LXP like Totara Engage to your organization.*



RECOMMENDED FOR YOU

TRENDING



**8 Essential qualities that define great leadership**  
Less than 5 mins 388



**Information security**  
by Mohamad Binti Salai  
★★★★☆



**Survey**  
What helps you to stay productive during the day?



**Cybersecurity 101**  
Less than 5 mins 145

UPCOMING EVENTS

Charity Team building  
Tuesday, 28 July, 11:50 AM

UX Global conference  
Tuesday, 30 July, 9:00 AM

[Go to calendar...](#)  
[New event...](#)

LATEST ANNOUNCEMENTS

Charity Team building  
28 July, 10:30 AM Amin User

[Older topics...](#)

RECOMMENDED FOR YOU

MICRO-LEARNING



**What is the CIA triangle?**  
Less than 5 mins 138



**6 Habits of super learners**  
Less than 5 mins 76



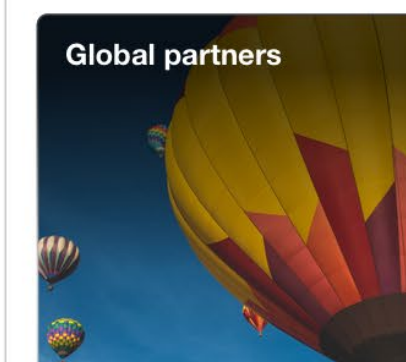
**Deep learning isn't hard anymore**  
Less than 5 mins 388



**How to improve your sales**  
Less than 5 mins 92

RECOMMENDED FOR YOU

WORKSPACES





## **BUILDING A DIGITAL COMMUNITY OF PRACTICE**

*“Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.”*

(Reference, Wenger, E and B.)

Traditionally, people with a shared set of interests or challenges would have come together in a physical space to share ideas, resources and best practice ideas to help them improve in their professions. As the world switches to remote work, it's becoming less common for teams to physically meet in person.

This means that many of the incidental conversations that would have happened are lost, leaving people feeling isolated and out of the loop. Fewer resources and ideas may be shared, which can lead to many lost content discovery and knowledge sharing opportunities. As a way to mitigate this, you can replicate these conversations digitally, through workspaces.

If you have a team of people working together in a similar field on very similar problems, such as a group of salespeople or your marketing team, then you can create a collaborative workspace for them to share ideas and resources and help to build a community of practice.



If you are working with a group of apprentices this approach would be ideal. By connecting more experienced practitioners with a cohort of apprentices, the group can ask and answer questions in an informal way and over time the group will build up a solid picture about how to be a professional in a particular field.

You'll need three things to successfully develop a community of practice in your LXP:



## 1 THE DOMAIN

A domain simply means a shared interest or knowledge, e.g. *how best to use a specific tool such as Totara Learn, or how to be a nurse* for example. You can create a “domain” in Totara Engage by creating a specific workspace and adding members with a shared set of interests or skill sets. Essentially, the workspace needs a purpose to exist. If there’s no central reason as to why the workspace exists, then it will lack a cause and there will be no “domain” which will likely result in the workspace failing. [You can see an example of government Totara users coming together like this in the Totara Community.](#)



## 2 THE COMMUNITY

It is through formal and informal conversation and the sharing of resources that workspace members can begin to build a community. We can say that individuals are in a “team” in work, but unless they work together, share and solve problems together, then we cannot say that they are part of a community. This is essential if you are to develop a community of practice.

Workspaces offer the ability for users to tag each other, make recommendations and conduct conversations, no matter where they are in the world. They can also add resources and help each other to solve problems. It is through this type of behavior that a group of individuals can form a community to drive employee engagement.



## 3 THE PRACTICE

To develop a community of practice, individuals need to share a practice. An example of a practice might be nursing, engineering, public speaking or customer support.

The real aim of a community of practice isn't to complete a project or solve a problem. The main aim is **to help support the growth and development of individuals centered around a particular practice or profession.** Setting up a workspace with individuals who are trying to develop their understanding and performance around a specific practice will be a great way to improve engagement and innovation among employees over a period of time.



## Social learning

Often employees undertake training by themselves, or with a small number of their peers in a workshop. After completing a course or attending a training day, employees will likely return to their day jobs and attempt to implement all of the lessons learned in training by themselves.

Trying to remember new things alone can be challenging. If several different people in your organization are taking the same type of training, consider setting up a workspace for them to discuss the topic together. By allowing people to learn socially, they'll be able to ask and answer questions about the subject. By interacting with others, it's far more likely that your people will retain the knowledge and skills learned in training. When you study alone, you typically remember just 28% of what you learned after two days. When you repeat the

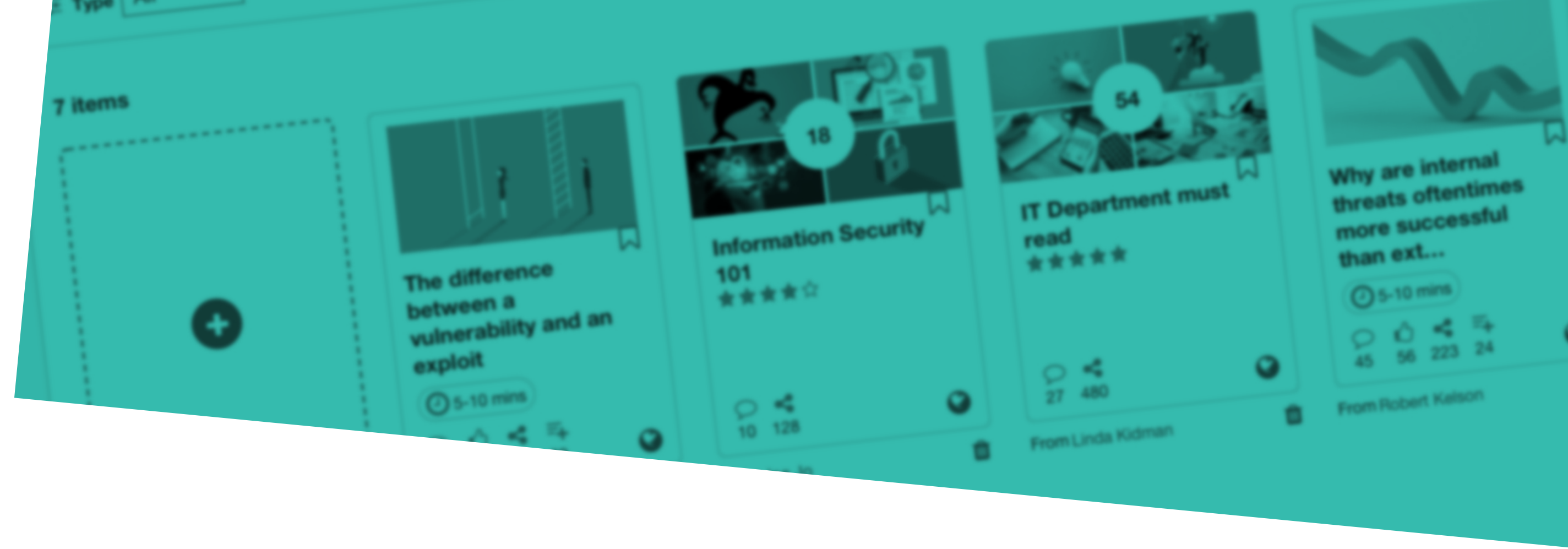
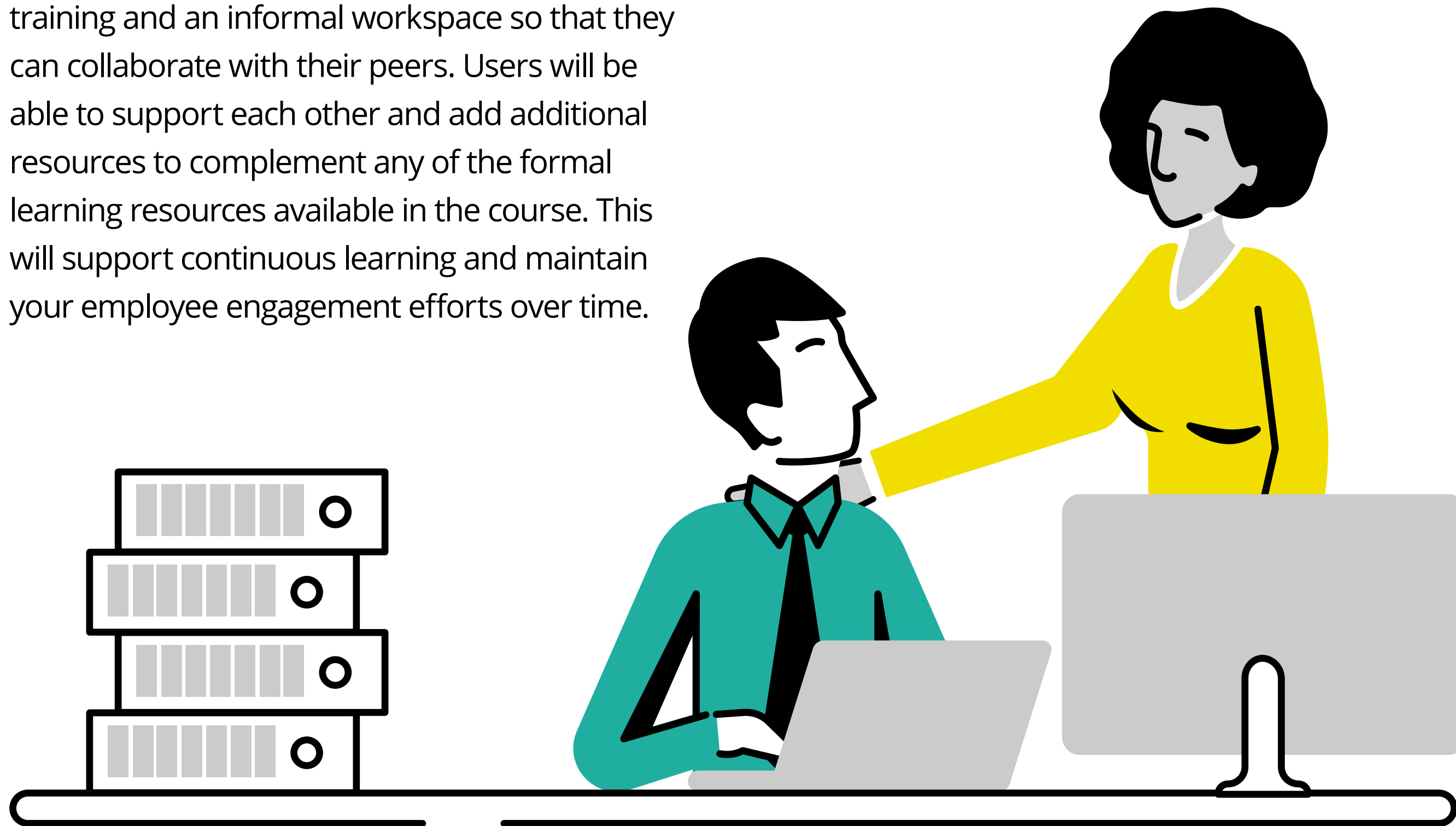
material, you remember 46%. But when you use it, answer questions about it and interact with others, that number **increases even further to 69%**, demonstrating the power of social learning.

Not only will learners be able to interact with each other in a workspace, they'll also be able to add resources that help to support the skill set or topic that they're focused on. The workspace members will be able to continue adding resources for a long time after their initial training started, helping to create a continuous learning culture. As new technology changes or requires the team to reflect on their current practices, they'll be able to learn together and continue to improve their specialized skill set in a workspace long after their initial training event or course began.



## Complement formal learning

A workspace can act as an ideal complement to a formal e-learning course. Consider adding a workspace with the same title as the course in your system and enroll users into both the formal training and an informal workspace so that they can collaborate with their peers. Users will be able to support each other and add additional resources to complement any of the formal learning resources available in the course. This will support continuous learning and maintain your employee engagement efforts over time.



## Mentoring

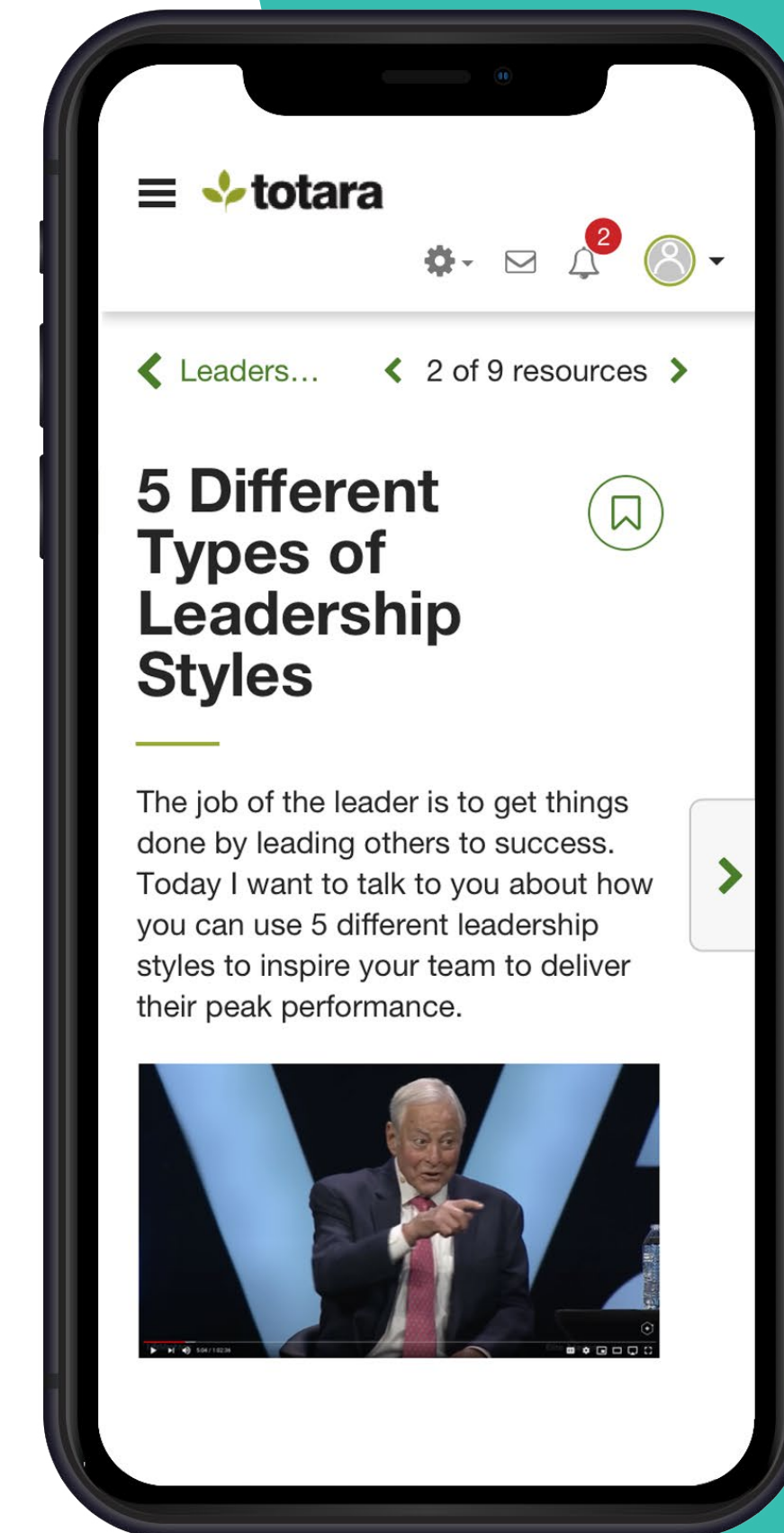
Workspaces are great for supporting your mentoring scheme. A workspace doesn't have to be large and can even be hidden. Within a workspace, experienced members of staff or subject matter experts can be paired with more junior members of staff working within the same profession. Your less experienced members of staff can ask questions to their mentor and mentors can share resources in a private workspace that can help to support the development of staff members, and build valuable working relationships.

## Develop critical thinking

Critical thinking is an enormously important skill for any employee. Being able to think through a range of possibilities and approaches to a project means you're more likely to make better decisions when it comes to organizing and completing a project, whether you're a shop assistant or a senior manager.

Teaching critical thinking skills through formal learning courses can be challenging. If you have any training in your system that would benefit from critical thinking skills such as courses on leadership or project management then a workspace can create a space where critical thinking skills can be developed effectively.

In a workspace, learners can ask each other open-ended questions, and challenge each other's opinions or decisions for a more collaborative learning experience. Users will be able to support their ideas with resources and think much more deeply about a topic, which will ultimately help to develop their critical thinking skills. You may need to appoint "workspace ambassadors" initially to get the ball rolling, and to establish the tone of the workspace.





## *Peer-to-peer assessment*

If you're trying to develop talent, a lack of trainer availability can become a bottleneck for your organization's development plans. People left on waiting lists quickly become disengaged and frustrated over not being able to develop a skill set quickly.

Workspaces can help you to tap into the talent that already exists within your organization and get things moving faster. If people are trying to develop their skills, in presenting for example, then a workspace could be the ideal way to get feedback from many peers. Someone can add their presentation to a workspace and ask their peers to critique it. Further to that, people could even add a video of themselves presenting and ask their peers to provide feedback on their performance. And this can quickly become a two-way street, with established strong presenters also providing examples of their own successful presentations to help inspire others.

Of course, this doesn't have to be about presenting; any skill could be demonstrated within a workspace and peers could critique and offer feedback informally to anyone who is trying to develop.



## *Let learners take risks*

Social learning structures have several advantages over more rigid, formal working structures. In an informal workspace run by a group of peers, it's likely that people may be more willing to take risks when learning something new. If people feel like a workspace is a place where they trust their colleagues and are unafraid to ask any question without fear of being reprimanded or judged, then there's a better chance that the workspace will thrive.

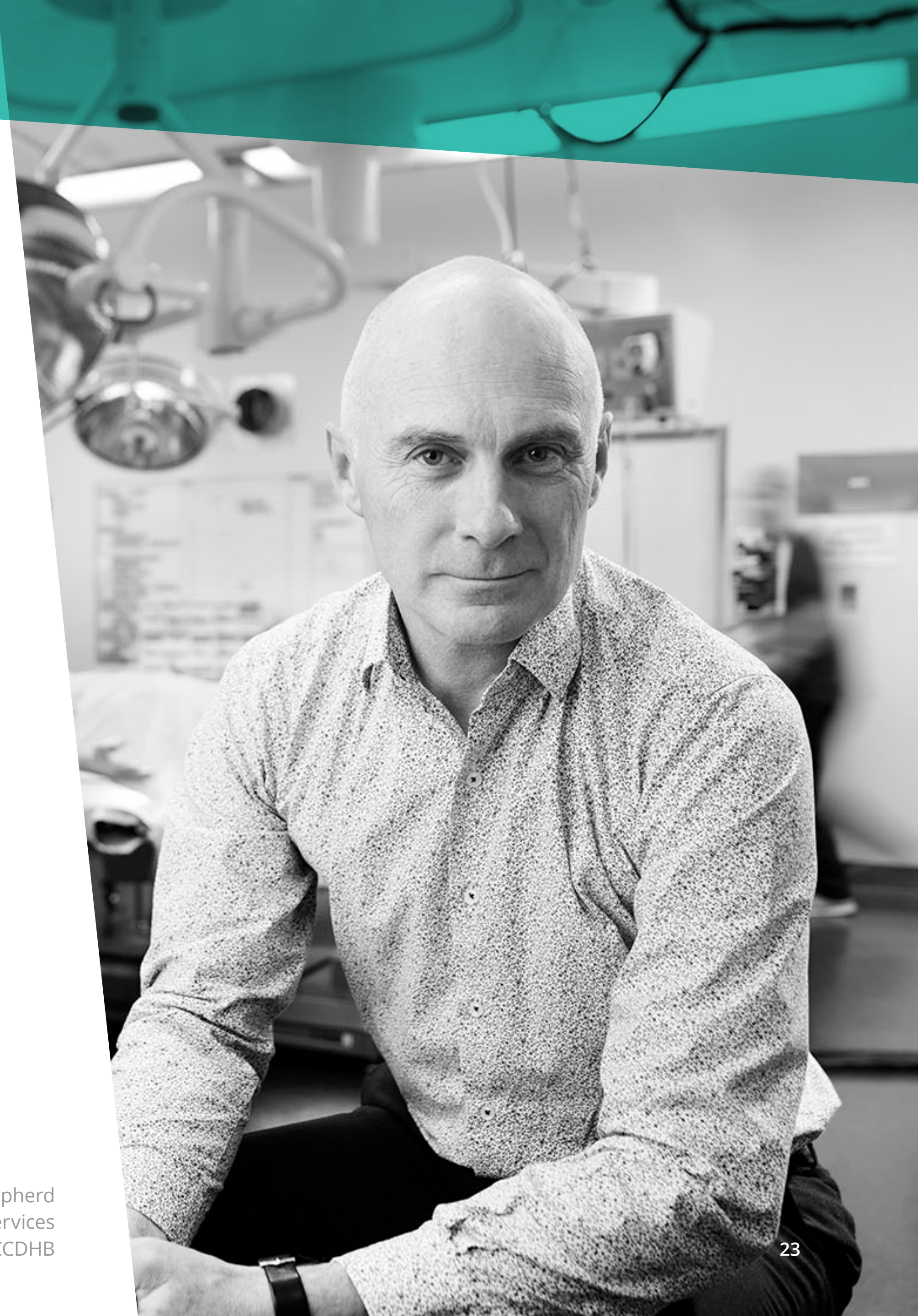
Feeling comfortable taking risks is a vital part of learning, and so by creating workspaces comprising just trusted peers people can take more risks than they might if they were trying to develop in a space where trust was missing.



# 3

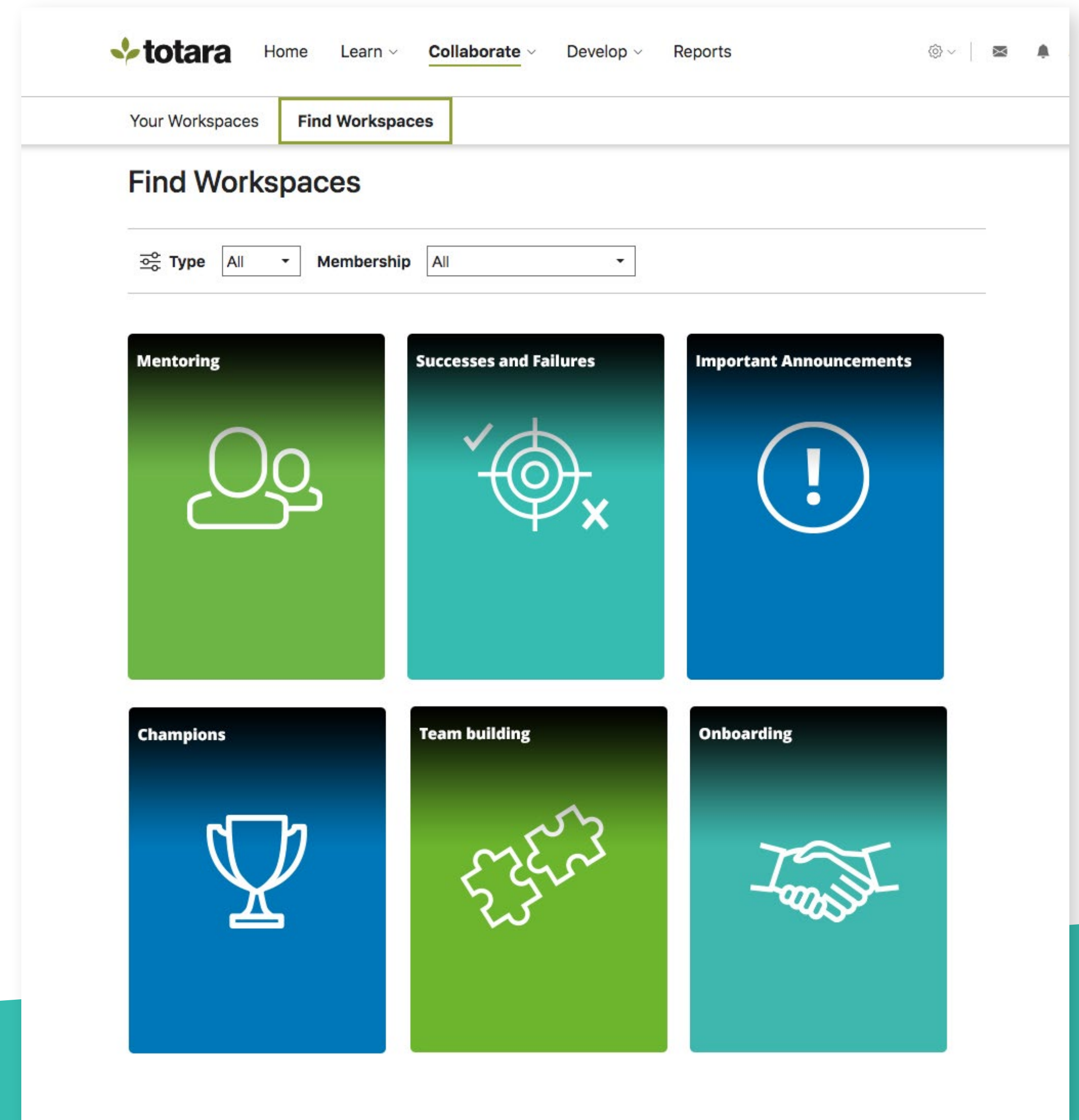
## WHAT STEPS CAN YOU TAKE TO ENSURE YOUR WORKSPACES THRIVE?

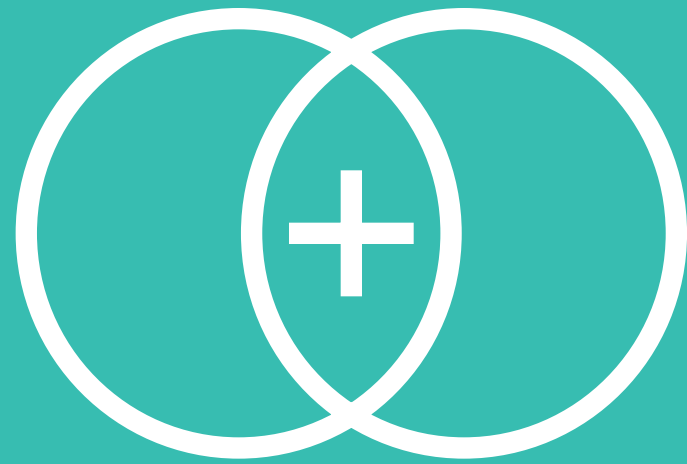
Andrew Shepherd  
Team Lead, Professional & Project Services  
CCDHB





- **REPLICATE NATURALLY OCCURRING COMMUNITIES**
- **WORKSPACES SHOULD SERVE A PURPOSE**
- **INVOLVE PEOPLE FROM THE START**
- **CHAMPIONS**
- **WORKSPACE OWNERS SHOULD ACT LIKE COMMUNITY MANAGERS**
- **SEEDING CONTENT**
- **REACH OUT TO LURKERS**
- **RECOGNIZE PROLIFIC CONTRIBUTORS**

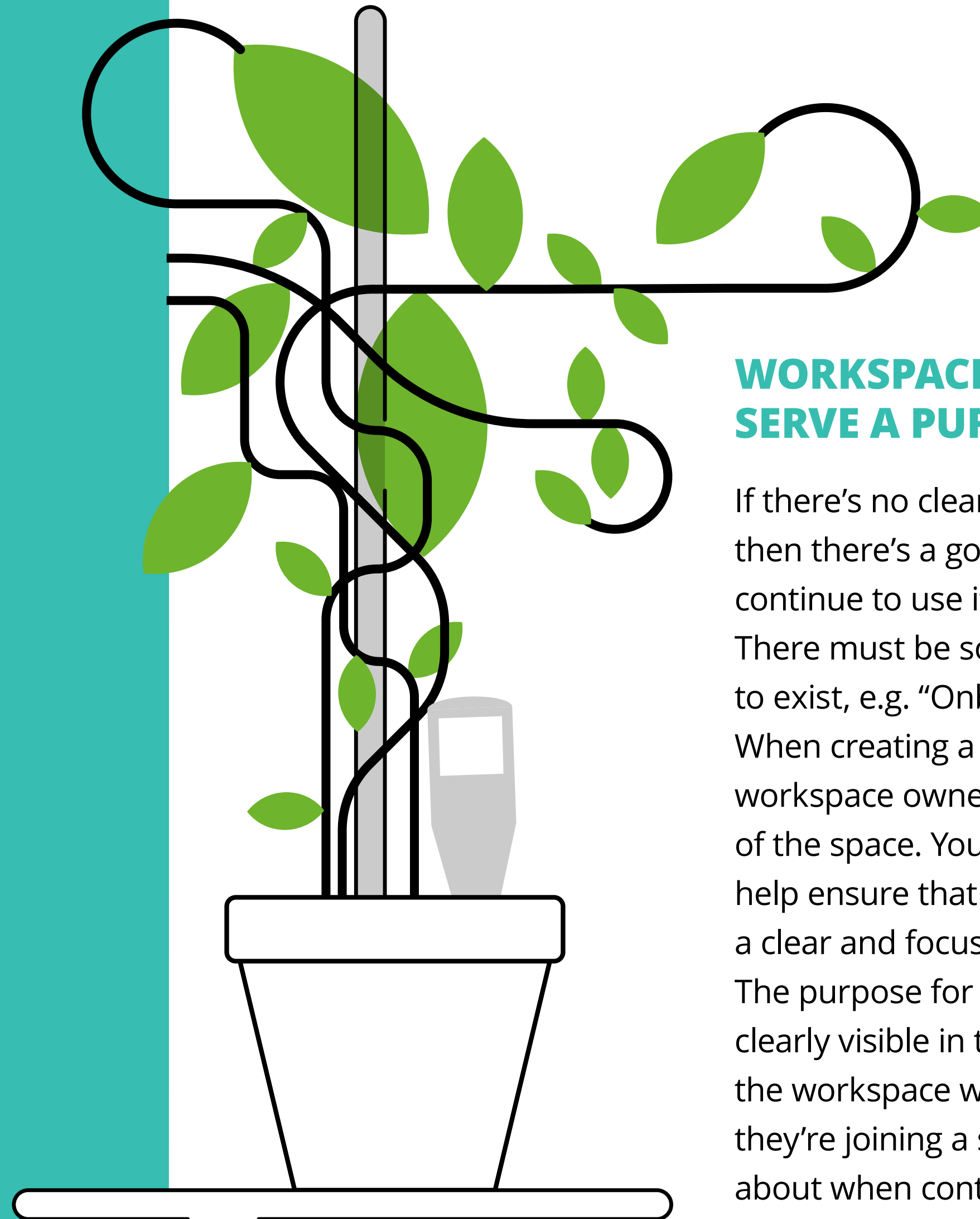




## REPLICATE NATURALLY OCCURRING COMMUNITIES

There may be many small communities in your organization that already exist where people are supporting each other to learn and develop. A great way to help ensure these smaller groups continue to thrive is to create a digital space for them to continue to develop within your LXP.

Consider doing some research across the organization to identify current pain points, problems, challenges, or areas where innovation is being sought but may be stuck and then find influencers within the business who have an interest in these areas. Ask these individuals to be some of the first to start adding workspaces and resources to the site.



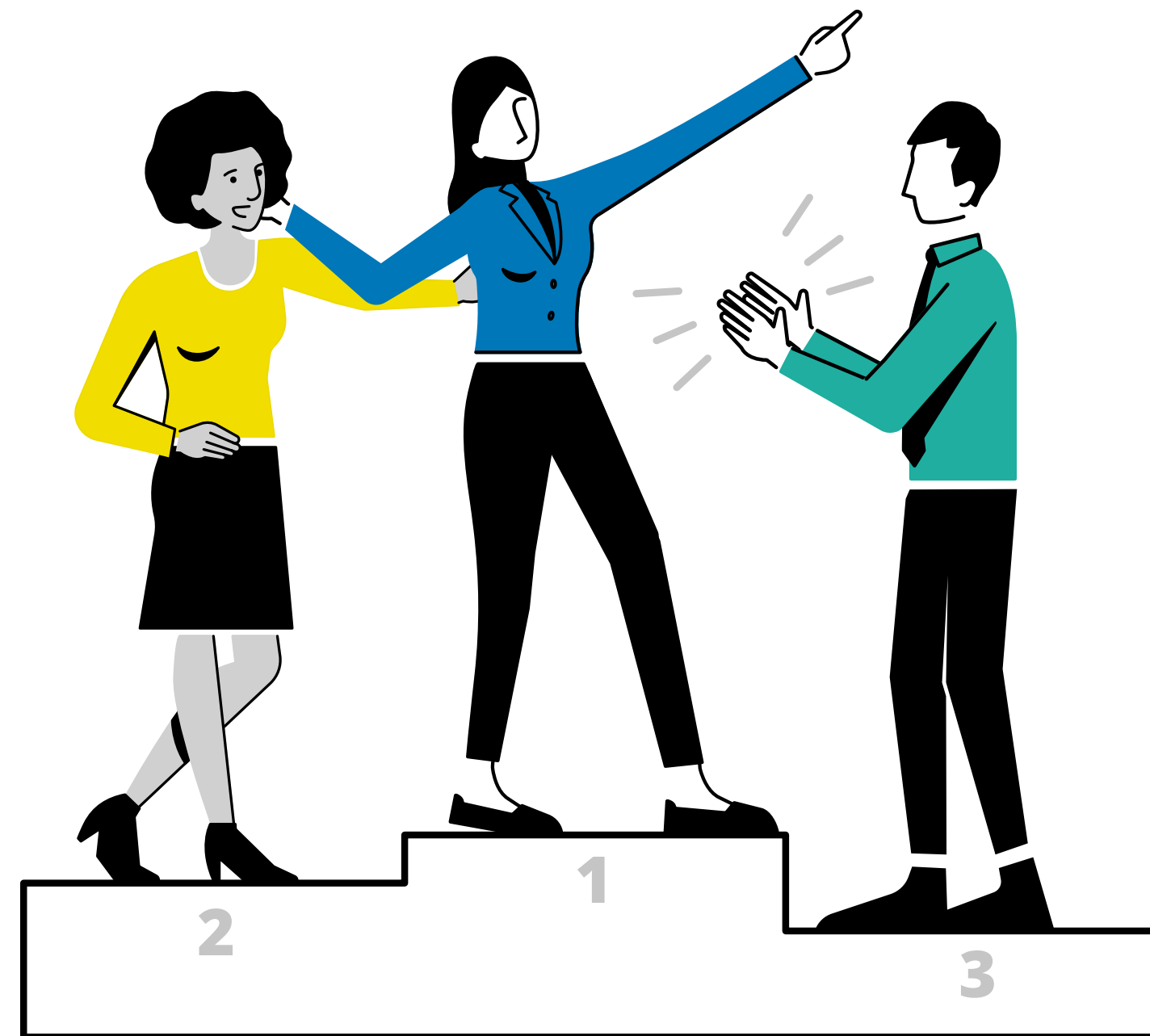
## WORKSPACES SHOULD SERVE A PURPOSE

If there's no clear reason for a workspace then there's a good chance people won't continue to use it after the initial exchanges. There must be some cause for that space to exist, e.g. "Onboarding in the organization." When creating a new workspace, the workspace owner should write a description of the space. Your learning department can help ensure that each new workspace serves a clear and focused reason for its existence. The purpose for each workspace should be clearly visible in the description. Anyone joining the workspace will then know exactly why they're joining a space and know what to talk about when contributing to the space.



## INVOLVE PEOPLE FROM THE START

If people don't realize that they have the ability to set up workspaces from the start of the project, people may turn off and disengage as this is seen as a top-down initiative or something that is being imposed upon them. Create an internal marketing campaign that lets people know that they can create workspaces and support them in the creation of these, and be sure to share examples of successful workspaces to help inspire others. Many people may be new to LXPs and continuous learning, so be sure to highlight the benefits of knowledge sharing, content curation and collaborative learning to get off to the best start.



## CHAMPIONS

Every organization is home to people who feel strongly about certain causes, whether that's diversity and inclusion, fundraising for charity or a company-wide recycling initiative. These "champions" should be encouraged to start workspaces on their topics of choice so that their enthusiasm shine throughout the organization.

## WORKSPACE OWNERS SHOULD ACT LIKE COMMUNITY MANAGERS

If a workspace lacks some leadership, which can be very informal and light touch, it's likely the workspace will become barren. Your LXP's workspace owners should act like moderators, project managers and trainers. Taking on the role of a community manager will help to ensure a workspace thrives rather than fizzles out.

Community managers should prompt and encourage the conversation. It's fine if the conversation quietens down sometimes, but in order to keep the space active it requires someone to maintain momentum and keep the space vibrant and fresh. Workspace owners can @tag their colleagues, upload new resources and ask open questions to keep the conversation flowing in a workspace.

The screenshot displays the Totara LXP interface. At the top, the navigation bar includes 'Home', 'Learn', 'Collaborate', 'Develop', and 'Reports'. The user profile 'Florence N' is visible in the top right. A search bar is located at the top left of the main content area. The left sidebar contains a navigation menu with sections: 'Your resources', 'Shared with you' (highlighted), 'Saved resources', 'Your Playlist' (with sub-items: Communication, Presentation, Health and safety, Leadership), and 'Saved Playlists' (with sub-items: Industry analysts, Information security, Product language, Customer experience, Digital trends, Negotiation skills, Copyright law). The main content area is titled 'Shared with you' and features filters for 'Type' and 'Topic', both set to 'All'. Below the filters, there are 7 resources displayed in a grid. Each resource card includes a thumbnail, title, duration, and engagement metrics (comments, likes, shares, and views). The resources are: 'What does health and safety have to do with cybercrime?' (5-10 min, 13 comments, 27 likes, 314 shares, 20 views, from Ellen Hwang), 'Cybersecurity 101' (Less than 5 mins, 12 comments, 45 likes, 238 shares, 31 views, from Bob Marvel), 'Health and Safety Strikes Back — Why You Should Always Keep Every W...' (5-10 min, 42 comments, 31 likes, 412 shares, 14 views, from Kim Yiong), 'How to protect your IP' (More than 10 mins, 21 comments, 31 likes, 265 shares, 15 views, from Steven Woo), 'Deep learning isn't hard anymore' (5-10 min, 51 comments, 13 likes, 128 shares, 24 views, from John Smith), 'Information security' (5-10 min, 10 comments, 128 likes, 24 shares, from Joe Jo), and a 'Survey' titled 'Do you know where the nearest defibrillator is located?' (50% Yes, 31% No, 12% What's a defibrillator?, from Alice Teoh). The survey results are shown as horizontal bar charts. A 'Sort by' dropdown is set to 'Date shared'.



## SEEDING CONTENT

One way workspace owners can get the community up and running is to seed content into a space. If there are no resources in a space when new members enter, it can be a little disheartening and it might feel like the space isn't valuable to any new members joining. Workspace owners should ensure there is some content within a workspace for people to know they are in the right place. They could even create a post to welcome new members and ask them to introduce themselves to get people talking straight off the bat.

Equally, if too much content is added to the workspace in the initial stages, it can overwhelm any new members joining the space. If workspace owners have a lot of content, then they could add new content in stages. By drip-feeding new content into the space, it makes the resources easier to digest, and ensures members keep coming back into the space to check out and engage with new content.

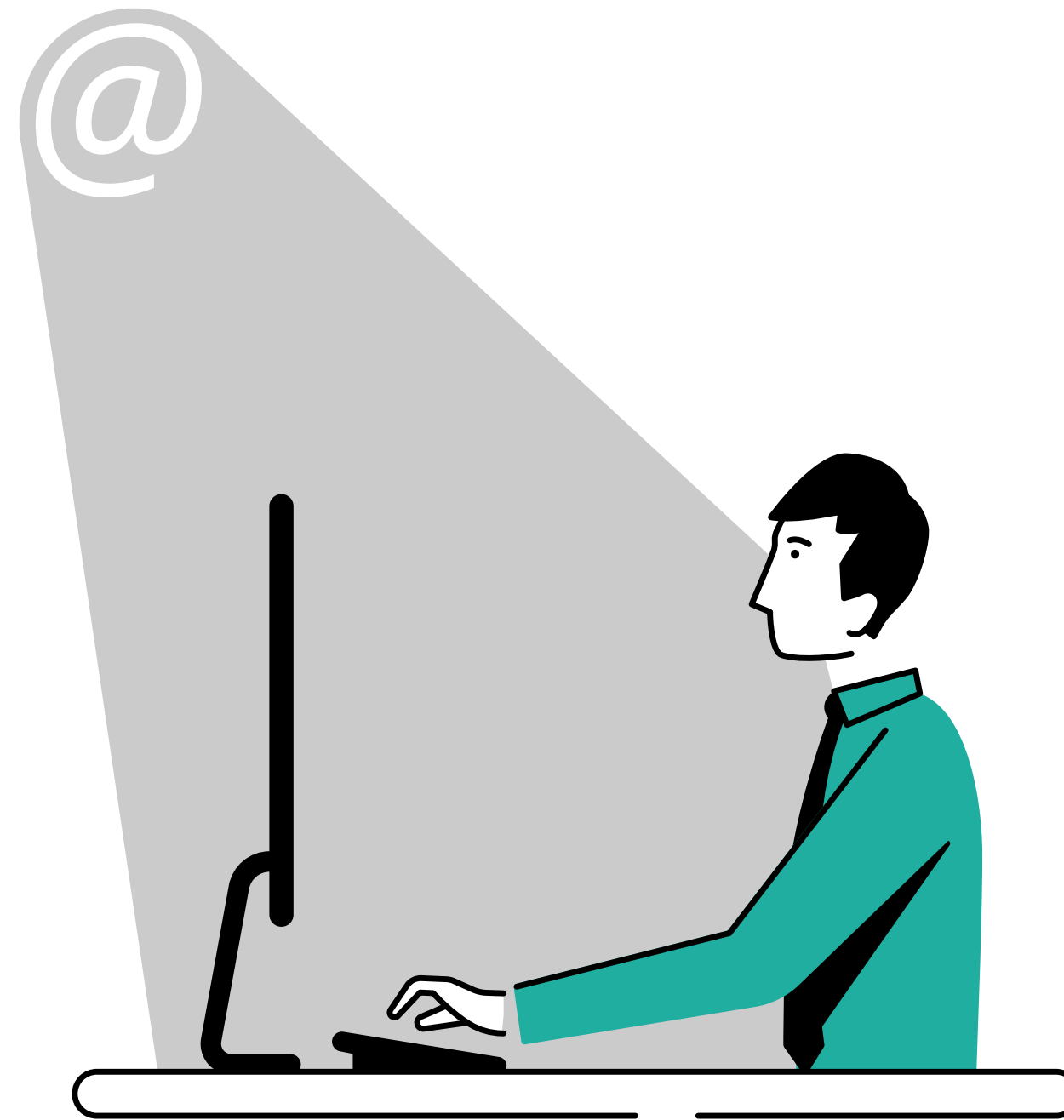
The screenshot displays a workspace library interface. At the top, there are tabs for 'Discussions', 'Library' (which is active), and 'Members (33)'. Below the tabs, there are filters for 'Type' (set to 'All') and 'Topic' (set to 'All'), along with a 'Search library' search bar. The main content area is titled '5 resources' and features a 'Sort by' dropdown menu set to 'Date shared'. The resources are displayed in a grid:

- Placeholder:** A dashed green box containing a green circle with a white plus sign, indicating a missing resource.
- New company policies:** A resource with a 4-star rating, 10 likes, and 38 shares. The thumbnail shows an apple, a question mark, a warning sign, and a lock.
- Useful links:** A resource with a '10+ mins' duration, 32 likes, 50 comments, 348 shares, and 0 bookmarks. The thumbnail shows a document with a pencil.
- Health and safety:** A resource with a '5-10 mins' duration, 0 likes, 0 comments, 128 shares, and 23 bookmarks. The thumbnail shows a white cross on a teal background.
- Company structure:** A resource with a 'Less than 5 mins' duration, 35 likes, 12 comments, 0 shares, and 0 bookmarks. The thumbnail shows an organizational chart.
- Meet the team:** A resource with a 'Less than 5 mins' duration, 105 likes, 80 comments, 0 shares, and 0 bookmarks. The thumbnail shows two hands shaking.

## REACH OUT TO LURKERS

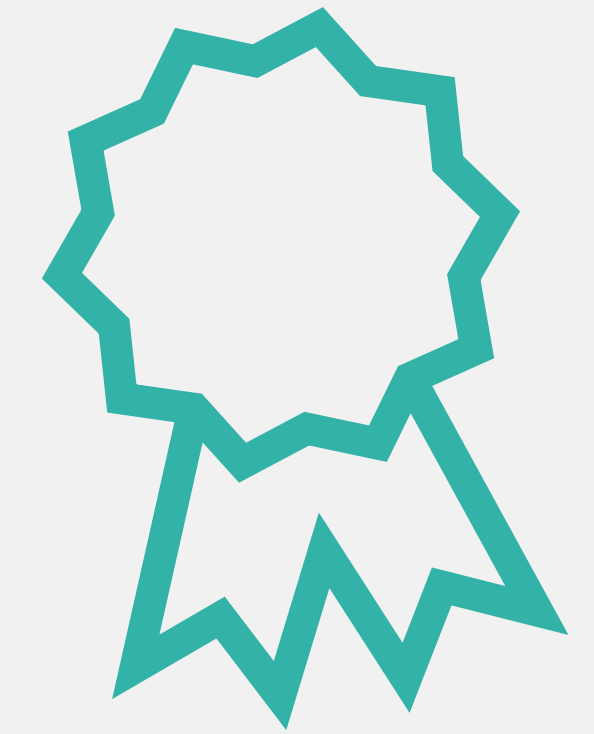
A lurker is someone who will take a look at the resources in your workspace, but won't actively participate in discussions. They may or may not be part of your workspace - if a workspace is public, remember people can look at content even without joining.

While this is perfectly acceptable and lurkers can benefit from simply reading discussion posts and accessing content, workspace owners, or other workspace members, can reach out to quieter peers, even if they're not in the workspace, by @tagging them and asking for their opinions.



By reaching out to lurkers, workspaces will benefit from a wider set of perspectives on topics rather than having the same few people dominate the space, which can lead to others feeling disengaged and unwelcome.

## RECOGNISE PROLIFIC CONTRIBUTORS



Workspace owners can foster a culture of recognition within a workspace. If people start to share resources or add helpful comments to the discussion, acknowledging and recognising individuals for their contributions is one way to ensure people continue to add useful resources to the space. Ideally, this culture of recognition will encourage all workspace members to recognise and praise their peers. Developing a culture of praise can reach outside of the workspace, leading to more widespread praise for the good work taking place in your organization, ensuring your team members feel engaged and valued in the workplace.



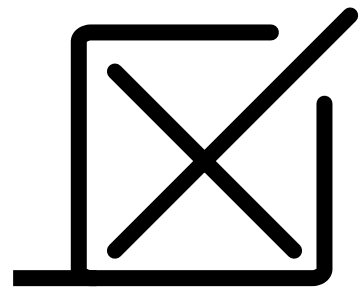
Miles Herbert  
e-Learning Developer  
Martin James Foundation

# 4

## WHAT SIMPLE THINGS SHOULD YOU AVOID DOING WHEN BUILDING WORKSPACES?





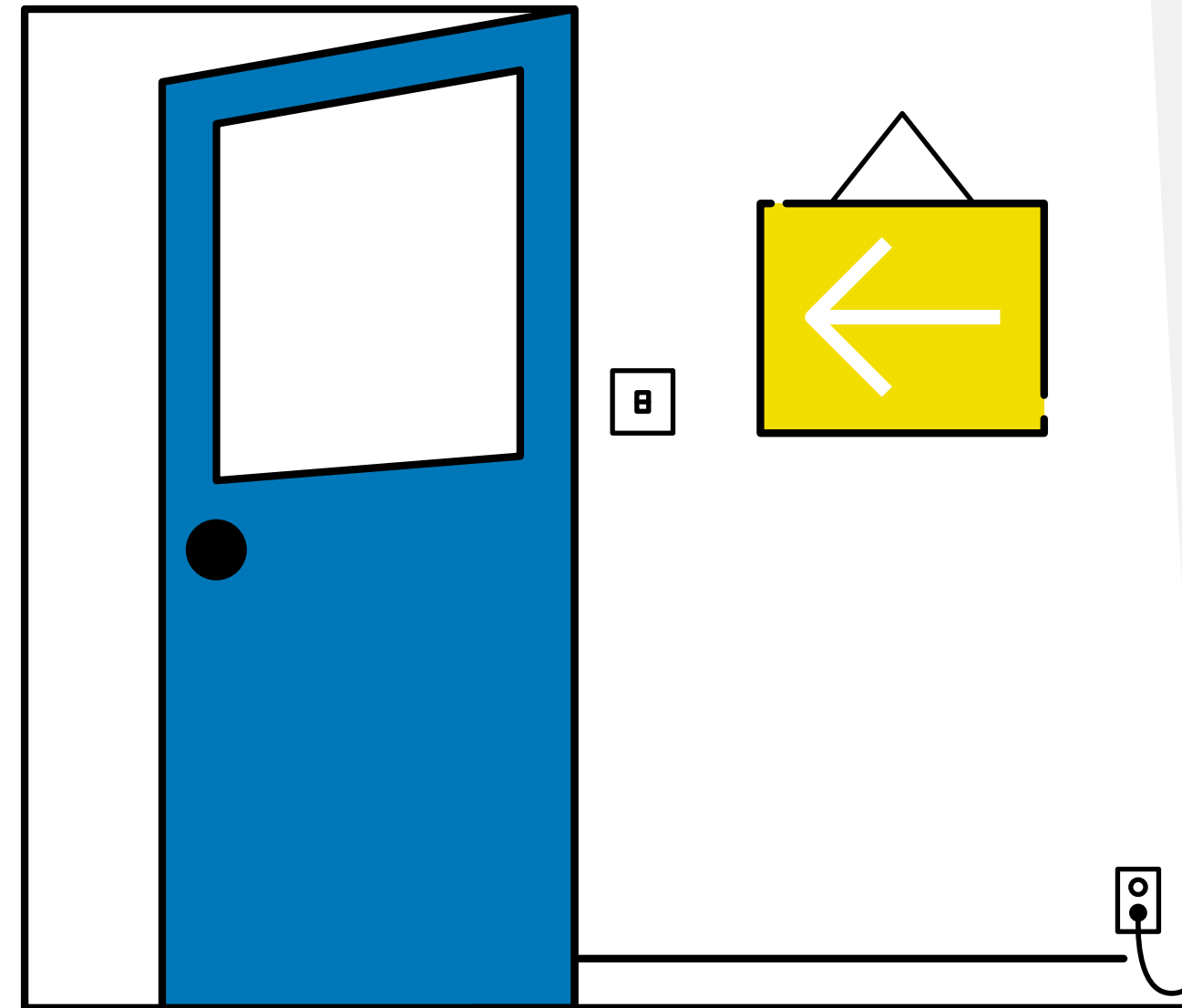


### *Don't expect workspaces to flourish without some pushing*

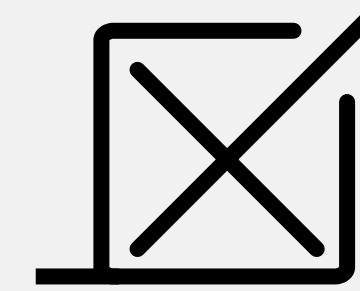
When we think about successful strategies for encouraging learners to do something, we can look to the **push, pull model**.

When you reflect on the content with which you regularly interact, there is often a strong **push** element to the delivery of this content. Emails are pushed to us, and we are expected to read and respond to them as soon as we can, as this is embedded in traditional workplace culture.

Workspaces predominantly have a **pull** type model. Unless there's something that pushes them to join the space, uptake could be lower than expected.



Consider adding meeting notes and essential resources to a workspace to ensure people get used to using them. If workspaces are seen as a nice to have, or as an optional add-on, there's a risk the workspace will not be used as much as it could be and conversation is likely to dry up quickly.



### *Don't make workspaces a place for junior staff members alone*

Senior leaders have a role to play in modelling good workspace etiquette. Good workspace etiquette should include:

- Posting interesting resources that the rest of the group can benefit from.
- Thanking others for their contributions when they do share resources.
- Adding open questions and promoting debate within the workspace.
- Tagging people from outside of the workspace if they believe the topic or resource will be of interest.
- Being an ambassador for workspaces across the organization and encouraging participation.

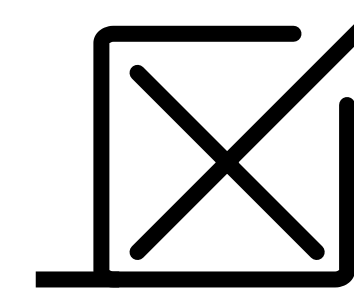




### ***Pay attention to the number of workspaces on your LXP***

By default, everyone in the system can create a workspace. While this freedom means that users have more control over the spaces they're in and the content in the space, it also means that the number of workspaces can spiral out of control. If there are too many workspaces, there's a good chance that some of them will become out of date, duplicated, unused or usurped by others.

Consider reviewing your workspaces regularly to ensure only spaces that are being used remain on the system.



### ***Don't expect a single workspace to cover many topics***

As mentioned above, workspaces should have clear, focused topics. If the space is too broad, it can quickly become too large and overwhelming for the workspace members.

✓ Topics have been successfully added

#### Manage topics

Add topics

| Topic ^             | Modified at          | Actions |
|---------------------|----------------------|---------|
| Communication       | 25 May 2020 at 11:14 |         |
| Employee Engagement | 30 May 2020 at 02:40 |         |
| Leadership          | 25 May 2020 at 11:14 |         |
| Mental Health       | 25 May 2020 at 09:52 |         |
| Onboarding          | 25 May 2020 at 09:52 |         |
| Organisation        | 13 Jun 2020 at 01:19 |         |
| Presentation skills | 30 May 2020 at 02:40 |         |
| Public speaking     | 13 Jun 2020 at 01:19 |         |
| Talent Management   | 30 May 2020 at 02:40 |         |
| Visual design       | 13 Jun 2020 at 01:19 |         |



# 5

## WHAT ARE THE MAIN FEATURES OF A WORKSPACE?

Mario Perilli  
Head of New Learning Solutions, DB Training,  
Learning & Consulting, Deutsche Bahn

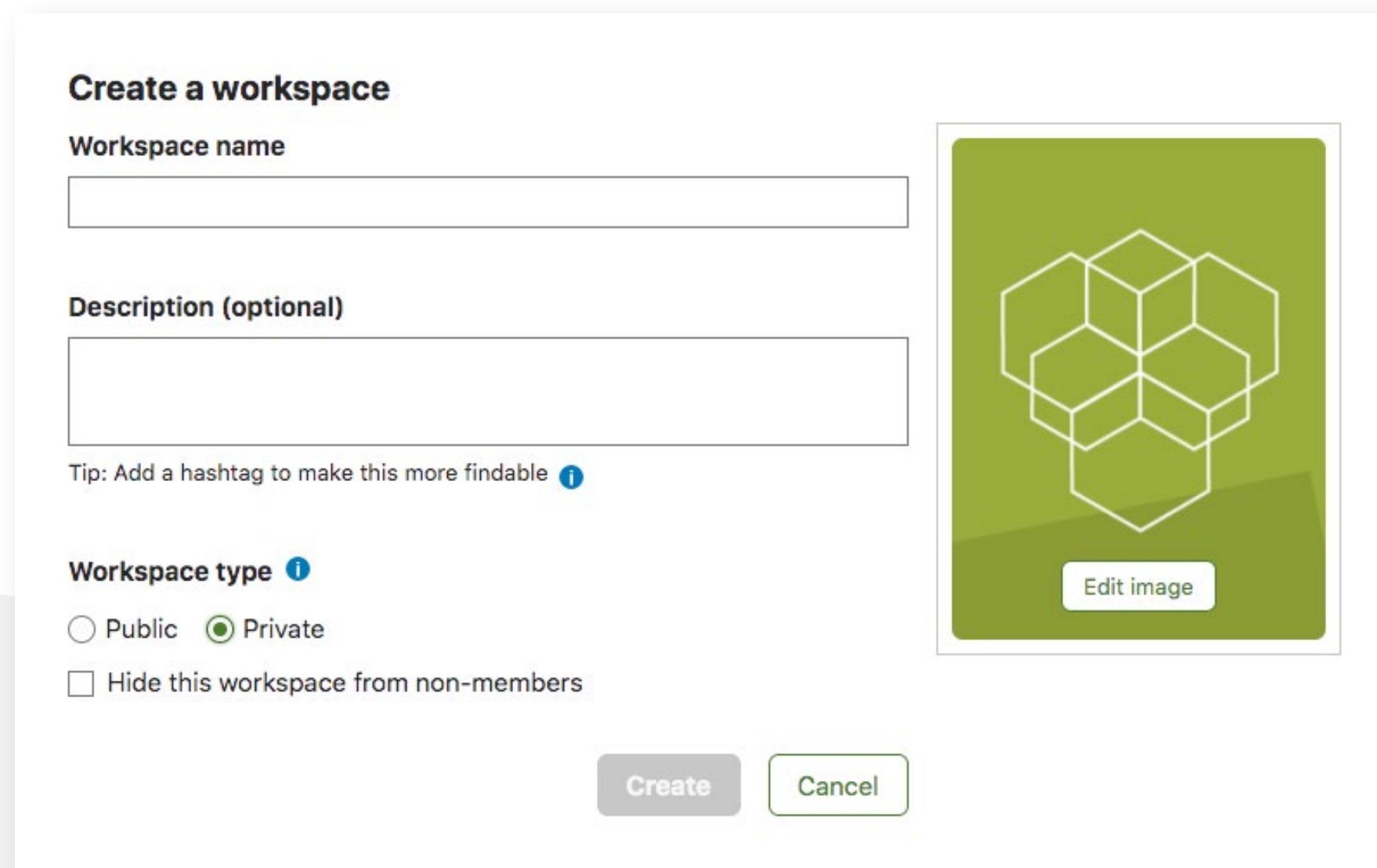




## KEY FEATURES OVERVIEW

# WHAT CAN YOU DO IN WORKSPACES?

*Here's a reminder of some of the key features found within workspaces within Totara Engage:*



**Create a workspace**

Workspace name

Description (optional)

Tip: Add a hashtag to make this more findable ⓘ

Workspace type ⓘ

Public  Private

Hide this workspace from non-members

Create Cancel

Edit image

*Workspaces are powerful, digital spaces that can be **public**, **private** or **hidden**.*

Users are able to set up a range of different workspace types depending on their needs:

- **Public workspaces** mean anyone can view and join the workspace.
- **Private workspaces** allow teams to work together on projects or can be set up for a group of users to learn together. Users will need to request access by a workspace owner in order to join a private workspace.
- **Hidden workspaces** cannot be found by users in the system. Workspace owners have to invite members to join a hidden workspace. These can be useful for small teams or to work to deliver a project.



## Collaborate with ease

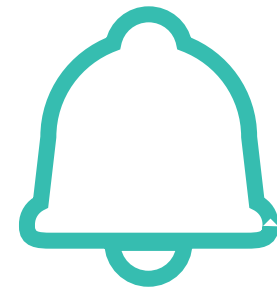
Users can post discussion topics and tag anyone in the organization. Users are also able to like comments and recognise their colleagues for contributions to a workspace.

## Upload and share resources

Users can upload any content that they deem useful to help them succeed in their goals. Users can add resources such as internal documents and external resources such as reports, videos or podcasts directly to the workspace. Anything that can help the team to develop or meet a goal can be added to a workspace.

The screenshot displays the Totara LMS interface. At the top, there is a navigation bar with the Totara logo and menu items: Home, Learn (active), Collaborate, Develop, and Reports. On the right side of the navigation bar, there are icons for settings, email, notifications (with a red badge showing '2'), and a user profile for Florence N. Below the navigation bar, the page title is 'Information Security' with a breadcrumb trail and '4 of 8 resources'. The main content area features a resource titled '8 Rules for Information Security' with a bookmark icon. The resource description states: 'Establishing an information security program is a complex undertaking. It is easy to get lost in the details and neglect a critical component of the program. This article focuses on high-level guidelines or tenets. Its framework can also be used to provide an overview for senior management and employees.' Below the text is a blue-tinted image of a hand holding a glowing padlock surrounded by various digital icons. A short paragraph follows: 'Focus on the information security program as a whole. Program design should start with a control framework such as ISO 27002. Frameworks are essentially information security best practices.' Below this are two resource cards: 'OSA Generic Pattern' and 'IWS Computer and Information...'. To the right of the main content is a sidebar for user 'John Smith', showing his profile, tabs for 'Overview', 'Comments (28)', and 'Related', and a list of playlists including 'Information infrastructure', 'Information security standards', 'Privacy-enhancing technologies', 'Information technology security audit', and 'Verification and validation'. At the bottom right, a comment from 'Alan Cooper' is visible, stating: 'This week the sales team have been improving their product knowledge. Big thanks to Aaliyah Barnett for demonstrating the new features for us!' with 'Like' and 'Comment' buttons.





## Personalised notifications

Users are able to define what and how they are notified on actions happening in a workspace. Users can change the settings to ensure that they only receive the notifications that matter most to them to create a truly personalised experience for each user in the system.

The screenshot shows the Totara 'Collaborate' workspace interface. At the top, the navigation bar includes 'Home', 'Learn', 'Collaborate', 'Develop', and 'Reports'. The user profile 'Florence N' is visible in the top right corner. The main content area is titled 'Your workspaces' and shows a list of workspaces on the left sidebar, with 'IT Department' selected. The main workspace view is for the 'IT Department' public workspace, showing a 'Library' tab with 7 items. The items are displayed as cards with titles, durations, and engagement metrics (likes, shares, comments). The items are:

- The difference between a vulnerability and an exploit** (5-10 mins, 13 likes, 27 shares, 314 comments, 20 views) - From Ellen Hwang
- Information Security 101** (18 items, 10 likes, 128 shares) - From Joe Jo
- IT Department must read** (54 items, 27 likes, 480 shares) - From Linda Kidman
- Why are internal threats oftentimes more successful than ext...** (5-10 mins, 45 likes, 56 shares, 223 comments, 24 views) - From Robert Kelson
- What is the CIA triangle?** (Less than 5 mins, 51 likes, 13 shares, 128 comments, 24 views) - From Lee Fang
- The difference between Symmetric and Asymmetric encryption** (5-10 mins, 42 likes, 31 shares, 412 comments, 14 views) - From Sharifah Binti Zairul
- Three-way handshake and how it can be used to create a DO...** (5-10 mins, 21 likes, 31 shares, 265 comments, 15 views) - From Nicole Benjamin



## Content Engagement: 13 records shown

▼ Search by

User's Fullname ⓘ

contains

Visibility ⓘ

is any value

Private

Search

Clear

| Creator    | Resource                                  | Playlists | Likes | Comments | Shares | Workspaces | Views | Visibility              | Created Date           | Topics                   |
|------------|---|-----------|-------|----------|--------|------------|-------|-------------------------|------------------------|--------------------------|
| Admin User | How to improve your sales                 | 18        | 396   | 137      | 513    | 3          | 128   | Public                  | 28 June 2020, 10:02 PM | Sales                    |
| Admin User | Employee performance                      | 21        | 228   | 108      | 349    | 8          | 259   | Public                  | 15 June 2020, 1:16 PM  | Performace, Growth       |
| Admin User | Mental well-being in the workplace        | 13        | 204   | 96       | 234    | 2          | 182   | Public                  | 09 June 2020, 8:02 AM  | Wellbeing, Mental health |
| Admin User | How to deal with bullying                 | 14        | 350   | 104      | 154    | 3          | 196   | Limited peopqle can see | 08 June 2020, 4:34 PM  | Wellbeing                |
| Admin User | Tips on using 3d printer                  | 23        | 186   | 64       | 28     | 7          | 38    | Public                  | 28 May 2020, 8:45 AM   | Productivity             |
| Admin User | What you need to know about your customer | 34        | 143   | 23       | 91     | 6          | 413   | Public                  | 15 June 2020, 1:02 PM  | Sales                    |
| Admin User | 6 Habits of Super Learners                | 28        | 123   | 34       | 76     | 3          | 74    | Public                  | 13 April 2020, 1:35 PM | Learning                 |
| Admin User | UI Design Principles                      | 18        | 118   | 61       | 119    | 3          | 29    | Public                  | 13 April 2020, 3:01 PM | Design                   |

## Report on employee engagement

Site administrators can report on the levels of employee engagement in each workspace and, at a glance, see which workspaces are the most popular and which have the most resources. You'll be able to have an overview and see where your people need more support or where your employee engagement efforts are working particularly well.



## Master workspaces in the Totara Academy

If you'd like to learn more about how to set up and manage workspaces, [take the workspaces course in the Totara Academy](#).







*Learn more about workspaces in Totara Engage*

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