Our Organization

AFS is not-for-profit NGO with a mission to promote intercultural learning through exchange.
Our Network

50+ countries | 700+ staff | 40,000 volunteers
Our Objective

To provide standard information and engaging learning opportunities for our key program delivery people.
Our Team

The internal Consulting Team consists of 8 consultants based in 4 continents.

Among other responsibilities, we manage HR and training for the AFS Network.
Our Audience

We work primarily with English-speaking staff.
Our Challenges

- Multiple time zones around the globe
- Different learning styles
- Different cultures
- Virtually no budget
- Making the learning of job-specific material fun(!)
Our Approach

We use a 3-pronged approach

Synchronous/in-person

Asynchronous/distance

Synchronous/distance
Synchronous/in-person:
F2F Training Events

We have been bringing staff together from different country offices since mid-90’s
Synchronous/in-person: F2F Training Events

Challenges

How to follow-up
Staff turnover
Big investment per person
Limited timeframe
Travel + lodging costs
Synchronous/in-person: F2F Training Events

Create personal connections

Opportunities for information sharing

Appropriate for experiential learning

Highly motivational learning opportunities

Successes

[Images of people engaged in activities]
Synchronous/distance: Teleconferences

A few years ago we got support, political and resource-wise, to develop and pilot a teleconference learning series in one content area.
Synchronous/distance: Teleconferences

**Challenges**

- Varying levels of knowledge to start
- Time differences
Synchronous/distance: Teleconferences

Now being blended as pre- and post-event work for F2F events

People prepare before the call

Tailored format to cultural differences

Each telecon offered twice

High motivation to join telecons and interact with peers

Successes
Asynchronous/distance:
Online modules

Actors
- project manager
- content expert(s)
- module design/pedagogical expert
- software developers/programmers
- political supporters/champions
Asynchronous/distance:
Online modules

Challenges

- No budget
- Engaging our learners
- Most non-native English speakers
- Some soft skill content
Asynchronous/distance: Online modules

Translation possibilities

Gimmicks like narrator and location

Now blended with both F2F and telecon events

Successes
Asynchronous/distance: Online modules

Key Learnings

• Choose the right tool: Authorware -> Flash -> ?
• Consider where you want to spend your time/resources
• Work with what you have
• Begin by overcoming small challenges
What Works?

What stood out for you in our approach?
What works for you?
What are your challenges?
Who is your audience?
What are your methods?