

Monitoring & Reinforcing Learning

A basic guide to the Self-AutoTag facility

Welcome! Tag-Check's Inspirometer system is a new tool for gathering feedback from our customers (external, internal, and even ourselves) in order that we can improve our ways of working.

This simple guide is intended to help you apply your Inspirometer to the specific task of learning reinforcement - helping you or your trainees to systematically assimilate the key changes in behaviour which you/they wish to adopt out of learning.

This guide assumes that you have already read 'Getting Started with Tag-Check' and that you are now familiar with using the basics of Tag-Check. If this is not the case, please do so before proceeding further. You can find the 'Getting Started with Tag-Check' guide by using the search facility in the top right-hand corner of Inspirometer.com.

How AutoTags reinforce learning

At the conclusion of a good training course or coaching session, it is very common for people to feel a personal commitment to making changes in their approach in order to adopt some of the key learning that has arisen for them.

However, it is equally common, no matter how strong that initial commitment, for them to discover some time later that there may have been days (and sometimes weeks) where they have been swamped with other priorities and not even thought about their commitment. As a result, much of the potential benefit is lost.

AutoTags are a very simple tool which you can use to

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send yourself a very short email (usually each weekday afternoon) which asks you to rate how you feel about how well you have practiced your commitment that day.

Reference: mcc_01@tesseractacts.co.uk

Message: How have I done on being outspoken?



[Click here](#) if you cannot see the faces in the line above.

The email serves as a simple daily reminder, but more importantly the process of rating yourself nudges you to reflect on what happened that day, and sub-consciously encourages you to think about what you will do tomorrow.

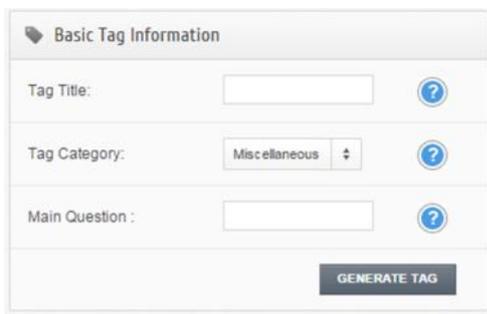
It is a trivial idea. It shouldn't really be any better than our own self-discipline, and yet where it has been used people report that it has more than doubled the effectiveness of the training and coaching.

"Using Inspirometer in our management team has easily doubled our success rate in embedding cultural changes within the team"

Stephen Foxley
MD, Siemens Customer Service

Setting up a learning Tag

The 'Getting Started with Tag-Check' guide explains how to set up a new Tag. Simply click the Tags item in the left hand menu, and then click 'Create Tag' - this opens a simple dialogue page as shown below:



The title is your label for the Tag (which only you will see) and the Main Question is the question the Tag will pose to you on a daily basis, which you will respond to by clicking a face.

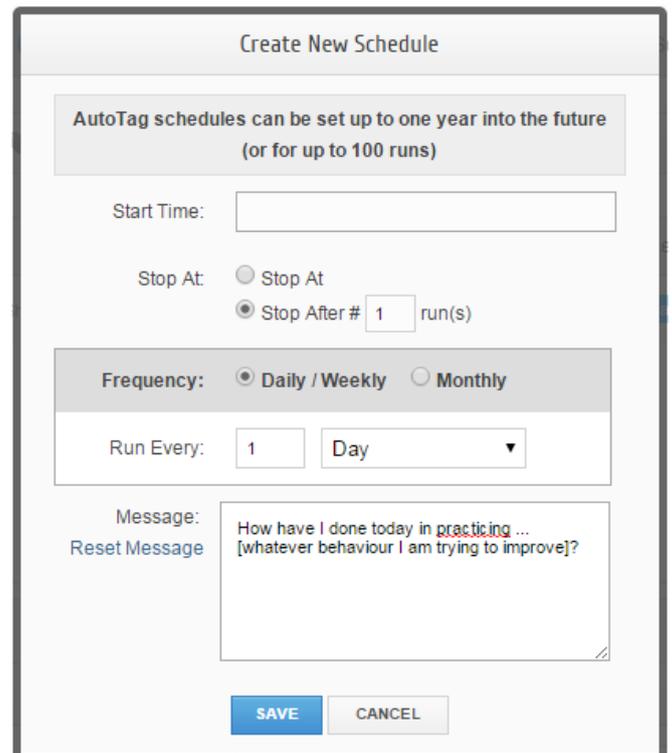
The question should relate to the change that you particularly want to make, and should be worded in the first person - it is your commitment, your Tag, and your assessment. This ownership has a marked effect on our subconscious, and helps us take things more seriously.

Try wording the question as follows: *'How have I done today in practicing listening?'* or whatever behaviour you have chosen to reinforce.

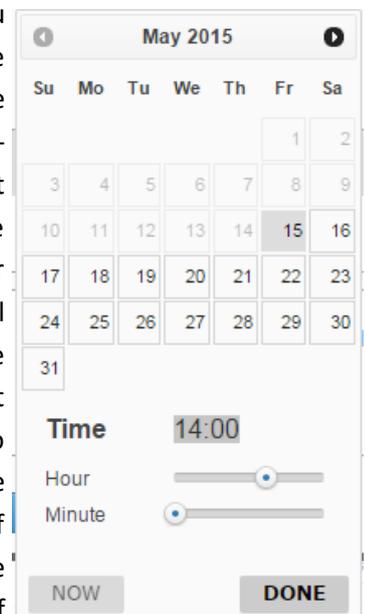
Click the 'Generate Tag' button to create your Tag and to open it in edit view. Feel free to adjust how it works in respect of follow-up questions, but ensure you switch the commentary option to 'Yes' - this will allow you to annotate your feedback with important notes which you will see when you review your overall progress.

Scheduling your self-assessments

While your Tag is open on the edit page, you will notice a tab at the top of the page which says 'Tag Scheduling'. This tab controls how Tag-Check will send your Tag to you by email. When you click it you will probably see an information bar saying 'No schedule currently set'. Click this bar to set your schedule for your self-assessments - it will open up a dialogue panel like the one shown below:



Click in the 'Start-Time' field and select tomorrow's date and the time you would like to receive the Tag (by dragging the hour and minute sliders). We would suggest that this should be about 80% through your working day. This will provide you with the opportunity to reflect on the bulk of the day so far, but it will also give you the opportunity of fixing a few things in the remainder of the day if



you wish. Click the 'DONE' button to close the calendar.

Type in the number of times you want to receive the schedule in the 'Stop At:' section (or alternatively pick an end date).

In the 'Frequency' section we would earnestly encourage you to schedule it for daily delivery. Developing new skills, and effecting changes in behaviour are both about forming new habits, and if for six days a week you practice old habits, they are the ones you are most likely to retain. You may wish to set your schedule for week days, in which case use the drop-down box to change 'Day' to 'Week' and then tick the weekday boxes.

The message will appear above the Tag (as clickable faces) in your email (as illustrated on page 1). Feel free to adapt it to something most useful to you.

When you create your schedule, Tag-Check will automatically include your email address in the email list, and that is it - your scheduling is done.

How to use self-assessments

Your self-assessment will only cost you a minute or two each day, so please be diligent in responding to it. It is a small fraction of the investment you have already invested in the training, and insignificant against the benefits you will gain from mastering your new skill. (We use the word 'skill' from here on in to include changes in behaviour as well as the adoption of new knowledge and techniques).

Clicking the Tag, takes but a second, but we recommend that you take longer than this. Mastering your mind takes a bit of time and effort, and so we would encourage you to pause, clear your thoughts of your current issues, and truly reflect on the day so far. Think about how you have done things differently, and how you truly feel about your progress today - but please don't waste time in regret.

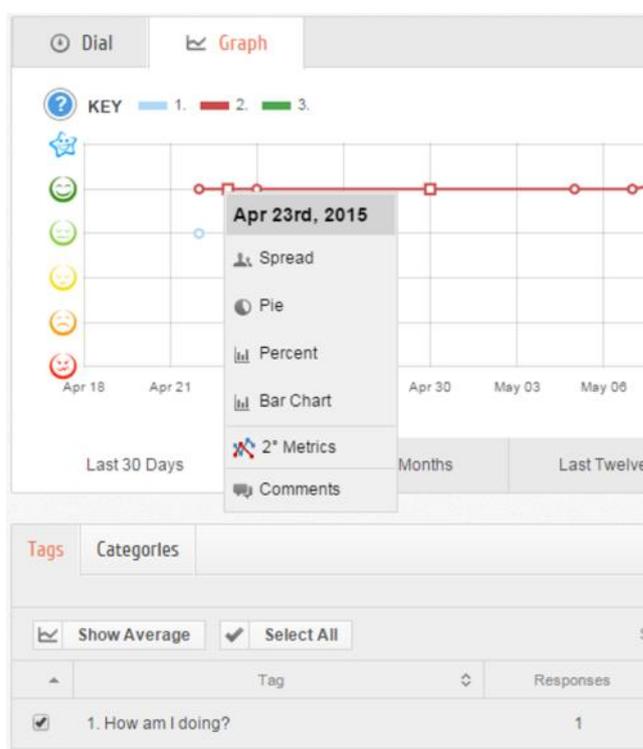
Mark yourself honestly, capture any useful thoughts in the comments box (as a sort of diary) and decide how you are going to use your experience today to make tomorrow better. The more accurate you are in

your reflection, the faster your progress to where you want to be.

While this guide is focused on skills arising from training and coaching, you will recognise that the self-assessment can easily be set-up and used for any behavioural change you wish to pursue - even New Year's resolutions!

Looking at the results

Use the graph tab on your dashboard page and select the tickbox beside your learning Tag in the list below the graph. This will display your progress so far based on your self-assessments.



Any solid points on the graph identify where you have annotated your feedback with comments, thoughts and ideas, and you can see these by right clicking those points. This will help you to understand and remember the patterns in your progress, and may help you to think through further strategies to get better at your new skill.

Use the AutoTag until you feel confident that you are practicing the new skill as a habit, and then change the frequency down to perhaps once a week or once a month, just to prevent yourself from sliding back.

Once you have fully assimilated your skill, you can use other Tags to gain feedback on how your customers are experiencing this, and thereby refine your approach to make it more effective and ensure that it is achieving the results you need.

Using AutoTags as a trainer

Your success as a trainer or coach depends on how well your trainees assimilate the new skills and ideas that you have brought to them.

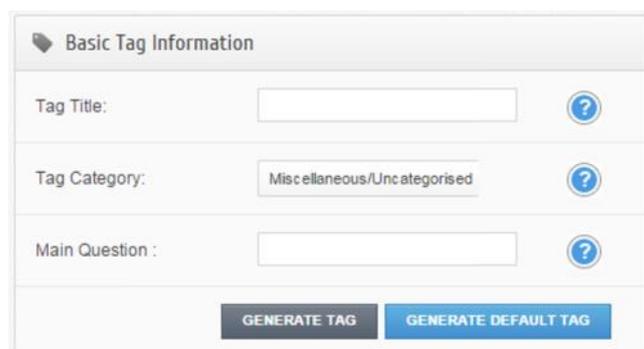
In an ideal World, your trainees would each set up their own AutoTags, and monitor their own progress in implementing the learning from your course. This would enable each of them to tailor their question to their own specific takeaway from the course, and thereby take personal ownership for their learning and ongoing development of that skill. But we know that life isn't like that.

Fortunately, Tag-Check has the means for you as a trainer to set up these Tags for them via a compiler account. While this is not ideal, it is still an extremely powerful learning tool in situations where the trainee is committed to changing their behaviour, and where they are in agreement with you providing this service for them. The doubling of effectiveness reported on page 2 was achieved through compiler driven Tags.

The following information will help you to set up Learning Tags for your trainees, but it assumes a basic understanding of how to administer a Tag-Check compiler account, which can be found in the guide: 'Administering your team on Tag-Check'. You can find the 'Administering your team on Tag-Check' guide by using the search facility in the top right-hand corner of Inspirometer.com. We would also recommend that you understand how to set up a personal AutoTag before you set up one for a group.

Setting up a training group Tag

When you set up a Tag from the Compiler account, you are offered the option to generate a normal Tag, or to 'GENERATE DEFAULT TAG'. This latter option (the large blue button) creates a Tag which is deployed identically into all the accounts which are linked to the compiler. All subsequent changes to the Tag change the copies of that Tag in all of the linked accounts.



The question used in the training group Tag is best agreed with the training group at the end of training, and should be worded in the first person.

Where everyone in the group has agreed the same skill to develop, the Tag can be worded specifically, such as: *'How have I done today in raising the energy of those around me?'* But where the key takeaways from the learning may vary by individual you may need to select a more general question, such as: *'How have I done today in implementing my personal actions from the Leadership 2 course?'*

Follow-up questions can be selected (or not) as appropriate, but the commentary option should be set to 'Yes'

Scheduling group self-assessment

Scheduling the group Tag is a very similar task to scheduling the individual Tag, explained earlier.

The 'Tag Scheduling' tab can be found at the top right of the editing page, and will present you with the information bar saying 'No schedule currently set' that you have seen in the Personal Tags.

Clicking this bar will present you with the same op-

tions explained on page 2, but it also give you options to select to which of the deployed Tags the schedule should apply. These should be set to 'Tag Owner' and to the relevant 'Department' (read department as 'Training Courses' if you have set up your compiler to apply to different aspects of your Training programme)

Remember to click the 'SAVE' button at the bottom of the panel.

Create New Schedule

AutoTag schedules can be set up to one year into the future
(or for up to 100 runs)

Start Time:

Stop At: Stop At
 Stop After # run(s)

Sent To:

Department:

Include Sub Depts:

Frequency: Daily / Weekly Monthly

Run Every:

Message:

[Reset Message](#)

Looking at group results

As people conduct their self-analyses, you will be able to use the compiler to view their results and their comments as laid out in the guide: 'Administering your team on Tag-Check' - this will help you to understand their progress, and where further intervention from you may be helpful in making progress.

Please bear in mind that Self-Assessments via AutoTag, while surprisingly powerful in reinforcing the adoption of training and coaching goals, are just one small aspect of the capabilities you have purchased with your Inspirometer. Once the behaviours have been assimilated, the Inspirometer can easily be directed outward to gain feedback on the impact of the behaviour on colleagues and customers, and to help you refine the application of new skills to make them more effective. It can also help identify further development needs, and help the individual to take greater personal responsibility for their own development, relationships and performance.

Your Inspirometer has many additional features which have not been covered in this brief document.

If you would like to take your learning further in a more structured way, there are a number of useful videos which show you how to do various things.

These videos can be found under 'Training Videos' in the 'How to ...' section of the left-hand menu. Other sources of guidance to help you develop your skills include the help and support database which can be accessed through the orange tab which appears in the left-hand margin of each page.

Was this helpful?

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