

*In partnership with*



USER GUIDE

# HOW TO INCREASE LEARNER ENGAGEMENT WITH TOTARA ENGAGE





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With Totara Engage, you can boost learning programs and harness the power of informal learning and collaboration to increase learner engagement.

Although many organizations will choose to use the learning experience platform in combination with Totara Learn, it can also be used as a standalone product for better employee engagement. Whichever option you choose, enabling Totara Engage requires a change in the way users interact with content.

They go from consumers receiving mainly “pushed” content, to creators, curators and collaborators in content. This can present a challenge, particularly when you first enable your Totara Engage site. So how do you get started?

In this guide we’ll run through some of the use cases for Totara Engage, give you some advice so you can get up and running quickly and review the main features.

## **WHY USE TOTARA ENGAGE?**

**A highly engaged team environment is what makes the difference between a company that outperforms its competitors and one that fails to grow. Formal training is essential, but learning doesn’t stop when you’ve completed your mandatory training. In fact, it’s probably only just started. 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 COULD YOU USE TOTARA ENGAGE?

Totara Engage complements your LMS and can be used in the following ways:

USE CASE	TOTARA ENGAGE	PUTTING IT IN PRACTICE
Induction and onboarding		<ul style="list-style-type: none"> <li>• Create a collaborative workspace for new starters where they can ask questions and get to know people in your organization</li> <li>• Set up onboarding and learning playlists filled with useful resources for new starters</li> <li>• Create an employee survey to understand how well new starters are fitting into your organization</li> </ul>
Performance support		<ul style="list-style-type: none"> <li>• Users can create bite-sized resources to help solve problems at the point of need</li> <li>• Users can upload “how to” instructions to solve problems or link to support resources from any internal documents or resources found on the internet</li> <li>• Users and subject matter experts can create and upload videos showing their colleagues exactly how to solve a problem</li> </ul>
Improve employee engagement and performance Coordinate projects		<ul style="list-style-type: none"> <li>• Create collaborative workspaces to allow for peer-to-peer interaction and social learning</li> <li>• Utilize workspaces to discuss projects, share updates and collaborate on projects</li> </ul>
Recognize / Reward employees / Gamify learning		<ul style="list-style-type: none"> <li>• Users can comment on and rate resources shared by their peers to show their appreciation for helpful resources</li> <li>• Run engagement reports to review which content is the most viewed / read</li> </ul>
Learn in the flow of work / Rich integration with Microsoft Teams		<ul style="list-style-type: none"> <li>• Totara Engage integrates with Microsoft Teams so that your organization can create, curate and collaborate all in the same digital space without any of the complexity that comes with using a selection of different isolated tools</li> </ul>

# CAREER PROGRESSION WITH TOTARA ENGAGE

From new starters to senior management, Totara Engage supports all of your people on their career path.

	 <b>NEW EMPLOYEES</b>	 <b>MID-LEVEL EMPLOYEE</b>	 <b>SUBJECT MATTER EXPERTS</b>	 <b>SENIOR MANAGERS</b>
<b>AIMS</b>	<ul style="list-style-type: none"> <li>• Do job well</li> <li>• Feel competent</li> <li>• Know where to find information</li> </ul>	<ul style="list-style-type: none"> <li>• Gain recognition</li> <li>• Share knowledge</li> <li>• Focused learning</li> </ul>	<ul style="list-style-type: none"> <li>• Lead/Mentor/Others</li> <li>• Share knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Identify talent</li> <li>• Create engaged workforce</li> </ul>
<b>NEEDS</b>	<ul style="list-style-type: none"> <li>• Safe place to ask questions</li> <li>• Find range of knowledge by theme</li> <li>• Re-find previously discovered content</li> <li>• Reference content in other areas</li> <li>• Identify subject matter experts</li> <li>• Ask questions if can't find content</li> <li>• Respond to others' posts</li> <li>• Mobile device access</li> </ul>	<ul style="list-style-type: none"> <li>• Find specific knowledge</li> <li>• Curate knowledge</li> <li>• Share knowledge</li> <li>• Feel recognized for their work</li> <li>• Receive tangible rewards</li> </ul>	<ul style="list-style-type: none"> <li>• Be viewed and sought out as subject matter expert</li> <li>• Keep learning to remain a subject matter expert</li> <li>• Create "Spaces"</li> <li>• Curate knowledge</li> <li>• Prioritize posts</li> <li>• Notified of content in their domain</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to whole organization/departments</li> <li>• Prioritize posts</li> <li>• Understand value</li> </ul>
<b>FEATURES</b>	<ul style="list-style-type: none"> <li>• Browse content by theme</li> <li>• Browse users by theme</li> <li>• Bookmark/save for later</li> <li>• Find onboarding resources</li> <li>• Questions area</li> <li>• Recommend content based on...</li> <li>• Notifications about new content</li> </ul>	<ul style="list-style-type: none"> <li>• Quick post</li> <li>• Find content that is useful to improve performance</li> <li>• Collaborate on projects in workspaces</li> <li>• Find people by topic and skill level</li> <li>• Find personalized learning</li> </ul>	<ul style="list-style-type: none"> <li>• Curate and share knowledge</li> <li>• Notifications</li> <li>• Workspace admin</li> <li>• Recognition</li> </ul>	<ul style="list-style-type: none"> <li>• Pinnable posts</li> <li>• Engagement reports</li> </ul>



## **NEW STARTERS**

For anyone joining a new organization it can be both an exciting and a daunting time. To ensure people feel comfortable and have a smooth onboarding experience, Totara Engage supports new employees as they progress in their career with your organization.

- Set up workspaces for new employees to ask questions and feel supported
- Curate playlists with onboarding resources for new employees
- New starters can create their own playlists with content they find useful
- New employees will be able to easily navigate back to any content they need when they need it most
- New starters can receive notifications about new learning content



## **MID-LEVEL EMPLOYEES**

As people progress in their careers they'll need to keep learning, sharing knowledge and collaborating to ensure projects are completed to a high level. Through Totara Engage, mid-level employees will be able to:

- Find specific content through personalized learning
- Contribute to projects through dedicated collaborative workspaces
- Create, curate and share learning content
- Receive notifications about new content
- Get recommendations for learning content



## **SUBJECT MATTER EXPERTS**

Employees who are experts in their fields will need to keep learning to ensure they stay ahead of trends and are aware of changes happening in their industry. They'll also need to be able to share their knowledge with others in your organization to help build policy, keep people safe and ensure teams remain productive. Through Totara Engage, subject matter experts will be able to:

- Create and upload learning content built on their specific knowledge
- Curate learning playlists of specialized knowledge
- Share specialized information with different teams and departments
- Collaborate on dedicated workspaces and provide insights



## **SENIOR MANAGERS**

Senior managers need to ensure teams remain engaged and focused on their priorities. They also need to communicate with whole departments and team leads, identify talent and recognize individuals who are performing to a high standard. Through Totara Engage, senior managers will be able to:

- Access engagement reports
- Identify talent
- Recognize individuals by publicly commenting on resources
- Communicate to whole departments through workspaces
- Create and share learning content
- Curate important information into private or public playlists
- Review team members' employee engagement levels

# **HOW TO GET STARTED WITH TOTARA ENGAGE**

*So you've chosen Totara Engage. But what do you do now? The success of your implementation depends on uptake within your user population. It's unlikely to work simply because you made it available. But don't worry - there are plenty of ways to stimulate engagement.*

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## ***Have you done your research?***

Before adding any learning content, 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 resources to the site.



## Seeding content

Before launching Totara Engage to the whole organization ensure you have some employee-generated content. Set up examples of content including resources, surveys, playlists and a public workspace. You can make these resources available to everyone on the system so that no one is getting a blank page when they first log on.



The screenshot shows the Totara Engage user interface. At the top, there is a navigation bar with 'totara' logo, 'Home', 'Learn', 'Collaborate', 'Develop', and 'Reports'. On the right, there are settings, email, and notification icons, along with the user's name 'Florence N' and a profile icon. Below the navigation, the page title is 'Leadership fundamentals' with a breadcrumb '2 of 9 resources'. The main content area features a video player with the title '5 Different Types of Leadership Styles'. Below the video, there is a short introductory text: 'The job of the leader is to get things done by leading others to success. Today I want to talk to you about how you can use 5 different leadership styles to inspire your team to deliver their peak performance.' To the right of the video player, there is a sidebar for the resource, showing the user 'Tim button' (@tim-b), a profile picture, and contact information. Below this, there are tabs for 'Overview', 'Comments (28)', and 'Related'. The 'Overview' tab is active, showing the resource's creation date (18 January 2020), visibility ('Everyone can view'), duration ('5 to 10 mins'), and tags ('Leadership', 'Management'). There are also icons for likes (86), comments (3), and shares (23). At the bottom of the sidebar, there is a section titled 'This resource appears in the following playlists:' with three entries: 'Leadership fundamentals' by Tim Lanon (5 stars), 'Motivational speeches' by Kim Chew (5 stars), and 'Management styles' by Sohan Lee (5 stars).

### EXAMPLES OF CONTENT YOU COULD INCLUDE:

- Add a guide on getting started with your new platform. Include tips on the types of content users can start adding such as YouTube videos and TED talks, or links to interesting articles
- Add your organization's internal templates (such as PowerPoint templates, letterhead, etc) to a playlist available to everyone in the organization. Whenever the templates are updated, update them on the playlist so everyone is using the correct logos and images when creating new documents
- Create a workspace for internal updates. Communicate news and information that the whole organization needs to know to encourage them to regularly use the site
- Create a survey to find out who feels confident about using the new system

## SET UP COLLABORATIVE WORKSPACES AND RESOURCES FOR DIFFERENT TEAMS

- Create a workspace for different teams such as the marketing or sales teams. Add team members to the spaces and ask team leads to post a welcome message letting their teams know that they can start making use of the tool
- Support team leads to curate playlists with dedicated content focused on their teams' needs

## MAKE A CONTINUOUS LEARNING PLAN

- With your team leads, make a plan of the content they're going to add to the system and ask them to slowly add it in. Team leads could add a new resource or playlist every day and start sharing content with their teams to encourage adoption

The screenshot displays the Totara Engage 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. The main content area is titled 'Your workspaces' and shows a list of workspaces on the left sidebar, including 'General', 'Accountants', 'Leadership course', 'Mental Health corner', 'Planning team', 'Press', 'Global partners', 'US branch', 'APAC branch', 'IT Department' (highlighted), and 'Production team'. The 'IT Department' workspace is selected, showing a 'Public workspace' with 37 members. The 'Library' tab is active, displaying 7 items. The items are: a placeholder for a new resource, 'The difference between a vulnerability and an exploit' (5-10 mins, 13 likes, 27 comments, 314 shares, 20 reactions), 'Information Security 101' (18 items, 10 likes, 128 comments), 'IT Department must read' (54 items, 27 likes, 480 comments), 'Why are internal threats oftentimes more successful than ext...' (5-10 mins, 48 likes, 56 comments, 223 shares, 24 reactions), 'What is the CIA triangle?' (Less than 5 mins, 51 likes, 13 comments, 128 shares, 24 reactions), 'The difference between Symmetric and Asymmetric encryption' (5-10 mins, 42 likes, 31 comments, 412 shares, 14 reactions), and 'Three-way handshake and how it can be used to create a DO...' (5-10 mins, 21 likes, 31 comments, 265 shares, 15 reactions). Each item includes a bookmark icon and a trash icon.



## *Recruit learning ambassadors*

Identify early and enthusiastic adopters of your learning experience platform and ask them to become learning ambassadors. They can help you drive engagement in their own teams, or work with you to create and share content.

This could be anything from asking them to create new resources that will benefit their team to uploading videos of themselves talking about their current projects. Anything that models the types of behavior you would like others to demonstrate.

Consider rewarding ambassadors to show your appreciation for their efforts and be vigilant about spotting other employees who appear particularly engaged to become future ambassadors.



## Identify your subject matter experts

It may be that you're paying to build new training content on topics that you already have internal knowledge on. For example, if you're building training to support junior members of the accounting team, you could ask more senior members of the team to create content for them and provide advice through a shared workspace.



## Curate playlists to onboard new staff

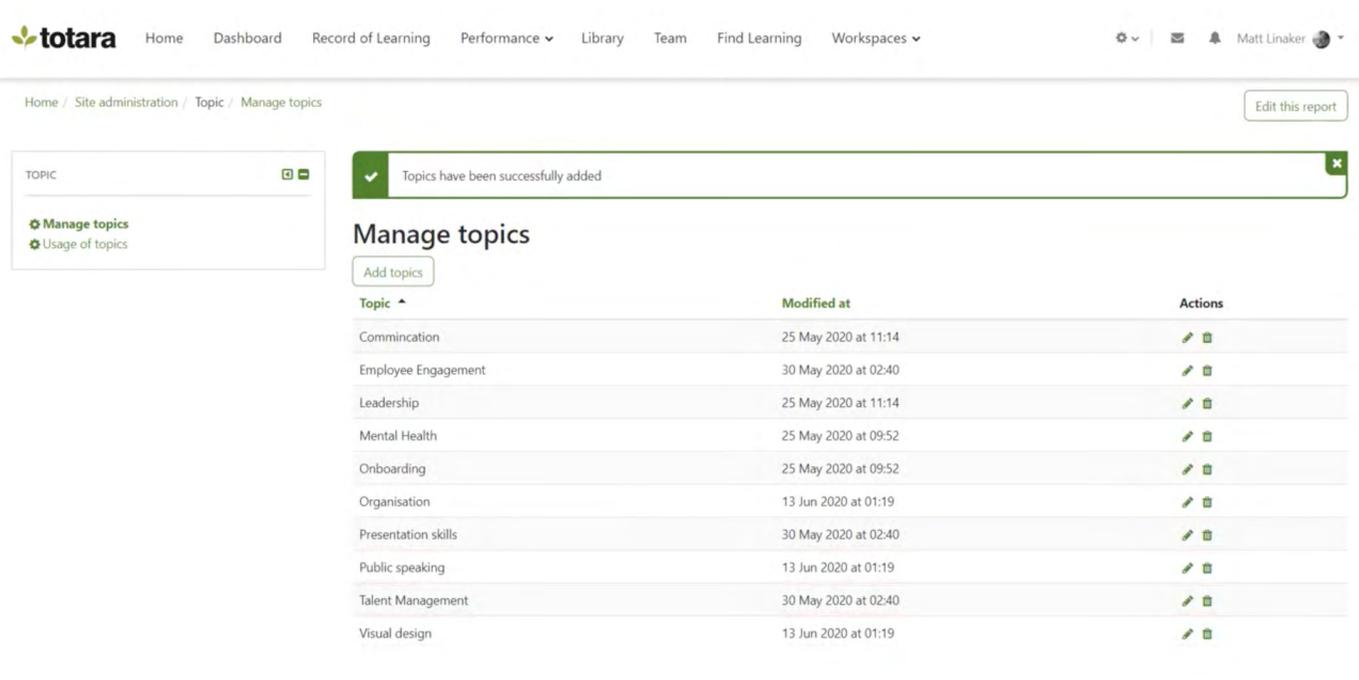
Starting at a new organization is hard. There's a lot to learn, and even finding the information can be a challenge. Create an onboarding playlist for new starters. Include welcome messages from different teams and key resources.

Provide short videos on using key systems. Ask team leads to start creating different onboarding playlists for their own teams.

## Know who to go to!

Who will be responsible internally for the success of the system? Create a workspace about using Totara Engage. Allow team leads to come and ask questions about how to get the most out of the system.

Ask Site Administrators to upload a video introduction so that everyone knows who they can speak to if they have questions about using Totara Engage. By adding a workspace for team leads you can also curate a set of frequently asked questions in one space which will be a big time saver for everyone!



Home / Site administration / Topic / Manage topics

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	 

## Set up topics

Before users can start adding content to your Totara Engage site you'll need to ensure you've added topics to the site.

Topics are a way to filter content so that people can easily find the resources they need when they need them.

It's a good idea to reflect on your content management plan before adding many topics to the site. Consider adding topics that could work as a catch-all, rather than very specific topics.



## Organize a competition

Once you've launched the site consider running a competition for the best-rated video in the first month. You could keep running competitions each month to see who can add the most engaging content to the site and keep momentum going.

## Run a soft launch

Rather than launching Totara Engage to the whole organization consider running a soft launch with your team leads and managers so that they can start setting up all the content suggested in this guide. Once the site is filled with useful resources, it's far more likely the rest of your users will start engaging with and making use of the site quickly.

Running a soft launch also means you can iron out any issues and reflect on what you're missing before going live to the whole organization. During the soft launch, let team leads experiment and see what works best for them to ensure everyone starts happily. Remember, you can always remove content that isn't working.



# WHAT CAN TOTARA ENGAGE DO?

## KEY FEATURES OVERVIEW

Here's a reminder of some of the key features found in Totara Engage:



**Anything can be a resource!**

Individuals can add resources taken from anywhere on the internet or create their own from internal resources. As technology rapidly increases, we have new opportunities to allow individuals to create, access and share content so that vital information can be distributed quickly by key stakeholders. Users will only really be limited by their imagination when it comes to adding new content.

## Curate content into learning playlists

In Totara Engage, anyone can curate a set of resources such as videos, articles and podcasts into a set of resources know as a playlist. Think of a playlist as a container filled with resources grouped around a topic such as “leadership techniques” or “mentoring”. Both creators and consumers of playlists can benefit from their creation.

The screenshot shows the Totara Engage interface. At the top, there's a navigation bar with 'Home', 'Learn', 'Collaborate', 'Develop', and 'Reports'. A search bar is on the left. The main content area displays a playlist titled 'Information security' with 3 resources. The resources are:

- Cybersecurity and digital trade**: 5-10 mins, 10 comments, 38 likes, 128 shares, 23 bookmarks.
- Internet policy**: 5-10 mins, 32 comments, 50 likes, 348 shares, 48 bookmarks.
- Will the future of work be ethical?**: More than 10 mins, 35 comments, 12 likes, 105 shares, 80 bookmarks.

On the right, a user profile for John Smith (@john-s, Senior Project Coordinator) is shown. Below the profile, there are tabs for 'Overview', 'Comments', and 'Related'. The 'Overview' tab is active, showing the resource's creation and update dates, visibility settings ('Everyone can view'), and tags ('Security', 'Data management'). The description of the 'Information Security Policy (ISP)' is provided. At the bottom of the resource card, there are 145 ratings (4.5 stars) and 18 users who have added their rating.

A collage of security-related icons including a silhouette of a hacker, a computer screen with a password field, a padlock, and a globe with a lock. A white circle with the number '18' is overlaid on the collage. Below the collage is a snippet of a resource card titled 'Information security' with 4.5 star ratings and 128 shares.

**totara** Home Learn **Collaborate** Develop Reports Settings Mail 2 Notifications Florence N Profile

**Your workspaces** Find workspaces

**Your workspaces** (+)

- General
- Accountants
- Leadership course
- Mental Health corner
- Planning team
- Press
- Global partners
- US branch
- APAC branch
- IT Department**
- Production team

Find workspaces

## IT Department

Public workspace

Owner

Discussions Library **Members (37)**

Type: All Topic: All Search library

7 items Sort by: Created

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

## Collaboration workspaces

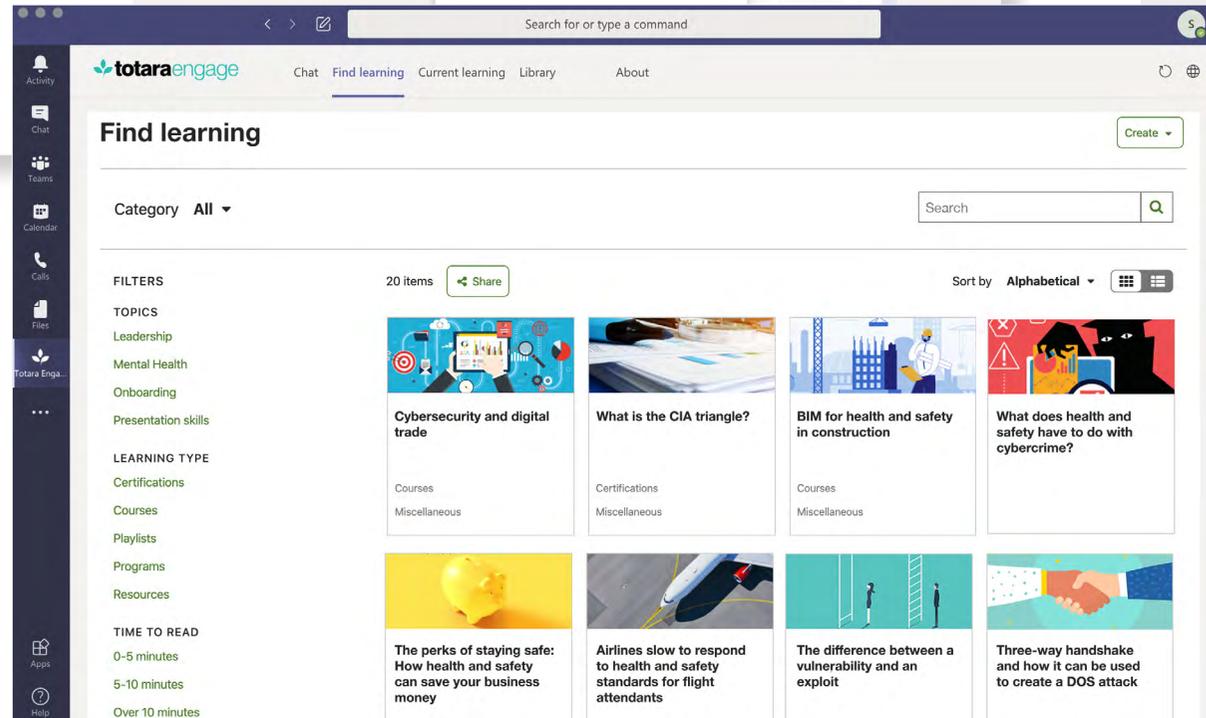
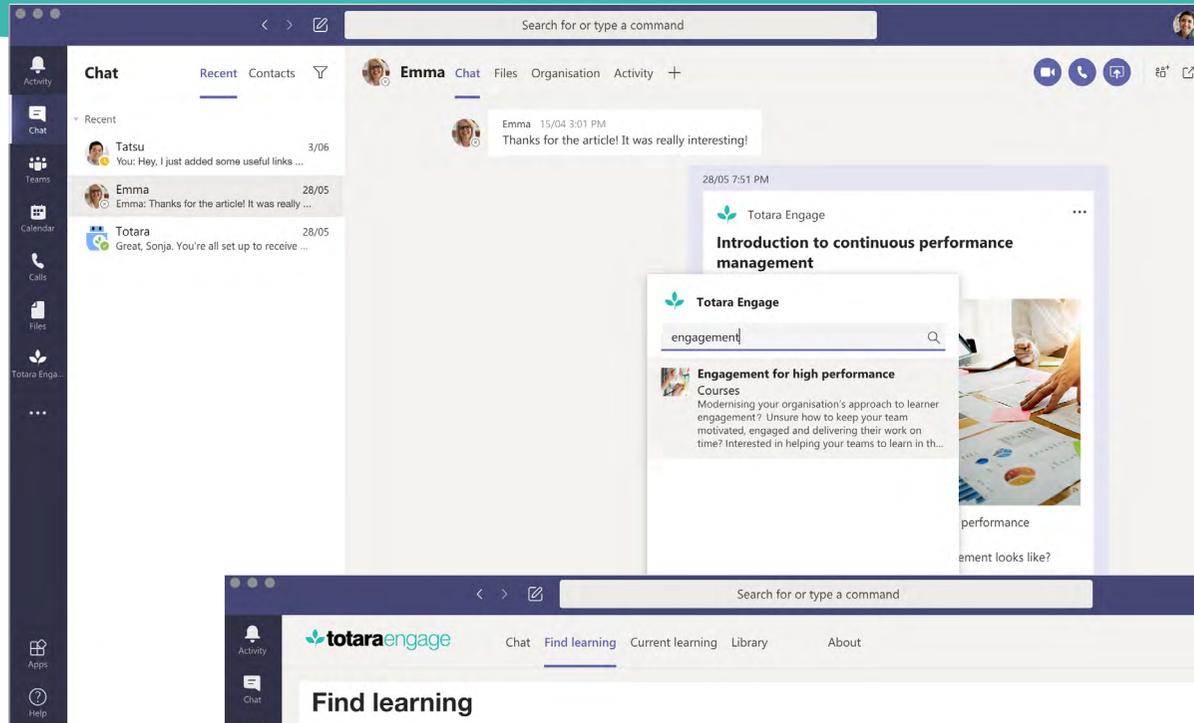
Workspaces act as powerful collaborative areas where social and informal learning can flourish. This accelerates skill acquisition, delivers digestible knowledge in the flow of work and brings bustling teams together.

## Learning and content recommendations

A recommendations engine for personalized learning identifies users' key interests, skills and information needs. This data is used to surface personalized content seamlessly within a user's day-to-day workflows.

The screenshot displays the Totara Engage user interface. At the top, the navigation bar includes the Totara logo, a 'Home' link, and dropdown menus for 'Learn', 'Collaborate', 'Develop', and 'Reports'. On the right, there are icons for settings, email, notifications (with a red '2'), and a user profile for 'Florence N'. Below the navigation bar, the page title is 'Home / My Learning'. A large banner image shows a man, Myles Herbert, an 'Elearning Designer', in a modern office setting. The main content area is divided into several sections:

- RECOMMENDED FOR YOU**: A section with a 'TRENDING' sub-header. It features four content cards:
  - '8 Essential qualities that define great leadership' by Mohamad Binti Selai, with a 'Less than 5 mins' duration and 388 likes.
  - 'Information security' by Mohamad Binti Selai, with a 'Less than 5 mins' duration and 18 likes.
  - 'What helps you to stay productive during the day?' (Survey), with a 'Less than 5 mins' duration and 145 likes.
  - 'Cybersecurity 101', with a 'Less than 5 mins' duration and 145 likes.
- UPCOMING EVENTS**: A list of events including 'Charity Team building' (Tuesday, 28 July, 11:50 AM) and 'UX Global conference' (Tuesday, 30 July, 9:00 AM).
- LATEST ANNOUNCEMENTS**: A list of announcements including 'Charity Team building' (28 July, 10:30 AM) by Amin User.
- RECOMMENDED FOR YOU**: A section with a 'MICRO-LEARNING' sub-header. It features four content cards:
  - 'What is the CIA triangle?' with a 'Less than 5 mins' duration and 138 likes.
  - '6 Habits of super learners' with a 'Less than 5 mins' duration and 76 likes.
  - 'Deep learning isn't hard anymore' with a 'Less than 5 mins' duration and 388 likes.
  - 'How to improve your sales' with a 'Less than 5 mins' duration and 92 likes.
- RECOMMENDED FOR YOU**: A section with a 'WORKSPACES' sub-header. It features four workspace cards: 'Global partners', 'IT Department', 'US branch', and 'Leadership course'.

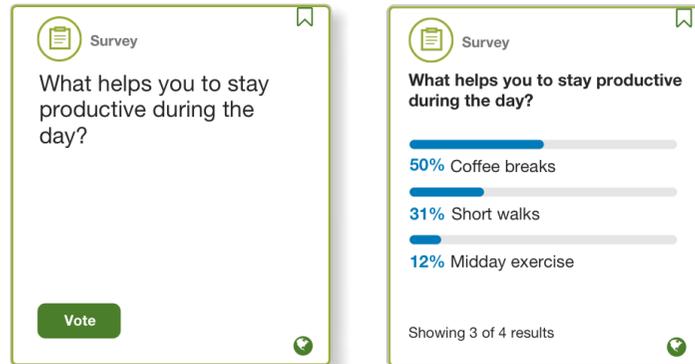


## Integrations

Totara Engage integrates with Microsoft Teams so that your organization can create, curate and collaborate all in the same digital space without any of the complexities that come with using a selection of different isolated tools.

## Employee surveys

Surveys act like individual resources and can be shared across the site and made available to everyone, or to just a select group of people in a dedicated workspace. Users can quickly create surveys to understand how a team is feeling about a project and can help to make democratic decisions to ensure everyone in the team feels included.



**totara** Home Learn Collaborate Develop Reports Admin User

Home / Reports / Content Engagement [Edit this report](#)

**Content Engagement: 13 records shown**

Search by

User's Fullname

Visibility

[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	Performance, 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 people 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

## Learner engagement reports

Discover which content is the most and least engaging based on the number of likes, shares and comments they generate. Run reports to find the most-engaged and least-engaged users, based on their contributions to the platform. With engagement reports you'll be able to quickly see any areas that require attention.



Request a demo to find out how you can  
increase learner engagement with Totara Engage

[totaralearning.com/products/request-demo-form](https://totaralearning.com/products/request-demo-form)



[WWW.TOTARALEARNING.COM](https://www.totaralearning.com)

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