E-learning at CBS datacollection department
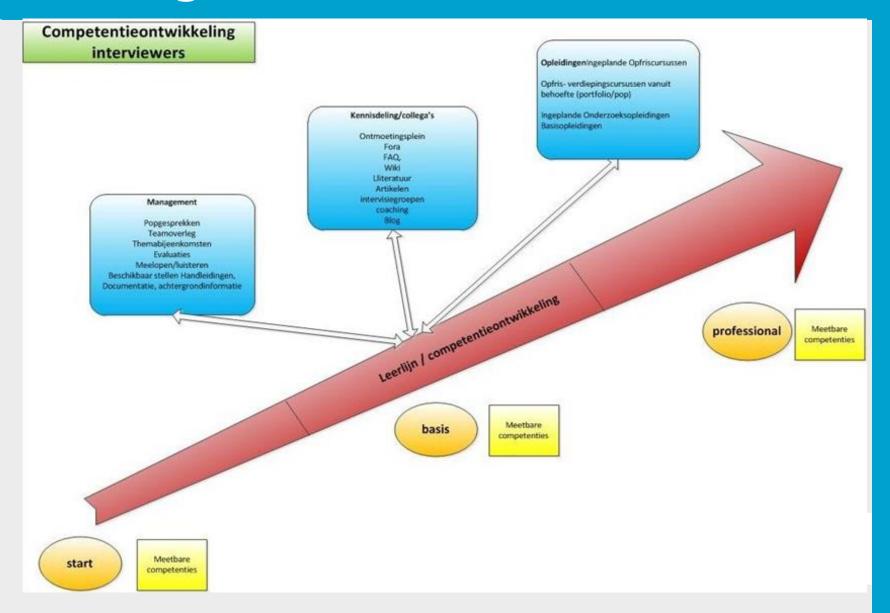
Interviewertraining and -instruction

Training interviewers

competencies

1	ACTIVE LISTENING
2	ORAL EXPRESSION
3	TAKE THE LEAD
4	QUALITY TARGETED
5	REACTIENG SENSETIVE
6	REPRESENTIVE
7	PERSUATIVE
8	LEARNINGCAPASITY
9	SELF-EDUCATION
10	KNOWLEDGE SHARING
11	PROFESSIONAL ACTING
12	COMPUTERSKILLS
13	DARING
14	PLANING EN ORGANISATION
15	STRESS RESISTANT
16	WRITTEN EXPRESSION SKILLS
17	FLEXIBILITY
18	FOCUS ON RESULTS

 "learning, not because you have to, but because you want to"

Start

2009:

– Orientation on the possibilities to use e-learning for an interactive interviewertraining and -instructiontool

– Pilot with the WoON social-physical survey (demo)

2010

– Evaluation of pilot:

1. Interviewers as trainers were positive
2. Foreseen benefits in efficiency, flexibility and cost reduction

- Decision to use e-learning as tool for interactive instruction of interviewers

E-learning at this moment at the division Datacollection

- 30 E-learning courses to prepare for various surveys
- 2 basic trainings (cati en capi):
  - E-learning used as preparation for training sessions
  - E-learning used as community platform.

  Blended learning: combination of e-learning with other learning methods
- Interviewer community centre:
  - Discussion platform for interviewers
  - Information platform
  - Knowledge sharing

Future

Extend the possibilities of e-learning:

– Expand portfolio

– Reporting system

– Link with HRM-system

– Extend use of e-learning in Statistics Netherlands

  - *We like to learn from your experiences*