

# The Six Golden Rules for Training Health Industry Employees

A blue-tinted background image showing several healthcare professionals in white coats walking through a modern hospital hallway. One person in the foreground is looking at a document.

## In this guide:

### The Six Golden Rules

1. Make it real and applicable
2. Make it easy and flexible
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4. Test and track your employees
5. Make it rewarding
6. Test your courses—and your assumptions

### The bottom line

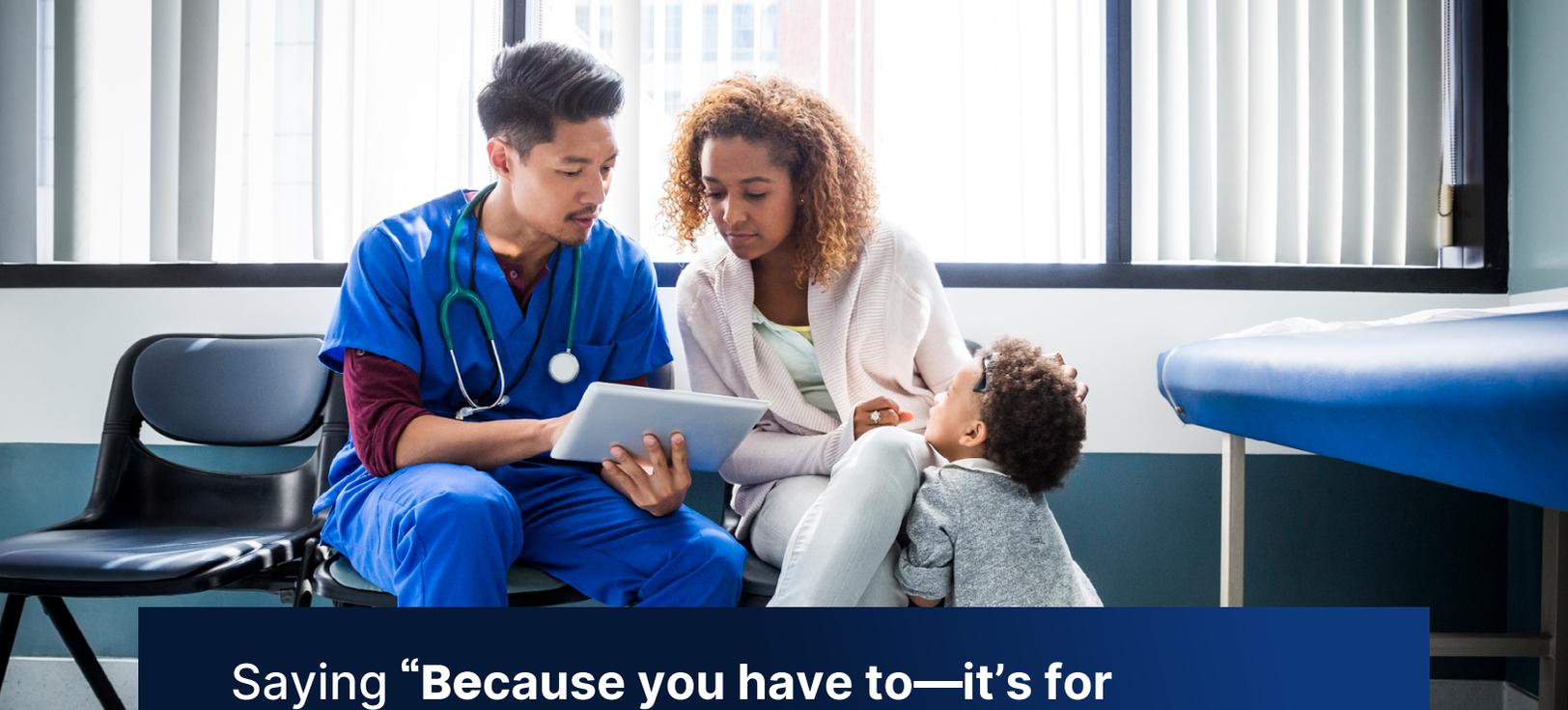
You can have the most advanced technology, top-tier instructors, and award-winning course material—but if your training strategy doesn't align with how adults actually learn, the information won't stick. Especially in healthcare, where training isn't optional but essential, that disconnect can have real consequences.

Think about your own learning experiences. When we were young, learning was our job. We followed the rules, trusted our teachers, and showed up because we had to. But adults learn differently. We question relevance. We multitask. We skim, skip, and click through just to check the box. And often, we disengage—mentally, if not physically.

MetroHealth, a nationally recognized health system serving over 300,000 patients in Ohio, knows these challenges well. When their teams struggled with outdated systems and rigid learning tools, frustration grew. But by adopting Blackboard®, they reimagined the learning experience—making it more intuitive, accessible, and personalized. The shift was immediate: less stress, more engagement, and better outcomes.

This guide won't solve every training challenge. But it might spark the right questions:

- Are you **motivating**—or just mandating?
- Are you delivering content—or **creating connection**?
- Could **small shifts** in strategy lead to **big gains in performance**?
- Is it time to **rethink** your approach entirely?



Saying “Because you have to—it’s for compliance” is common, but not compelling.

## 1. Make it real and applicable

MetroHealth grounded training in real-world relevance. Instead of leading with compliance jargon, they tied lessons to actual events and outcomes—making the “why” impossible to ignore.

This approach transforms passive learners into engaged participants. It’s not just about checking boxes—it’s about connecting training to purpose.

It’s obvious, but worth saying: If it isn’t immediately clear to someone why they’re being asked to take a course, they won’t engage with it. Sure, they might sit through the video. They might even ace the multiple-choice quiz at the end. But the knowledge won’t stick—and you’ll have wasted everyone’s time: theirs taking it, and yours building it.

In healthcare, saying “because you have to—it’s for compliance” is common, but not compelling. There’s always a real reason why someone is required to take training, and it’s important to communicate that reason. Maybe it stems from a high-profile malpractice case. Maybe it ties back to a new policy. If fear is your best motivator, use it, but don’t rely on it. More often than not, you’re

asking people to complete training because it actually helps them do their job better. And yet, course designers often skip the “why” and launch straight into “how”—missing a key opportunity to make the content feel relevant and meaningful from the start.

### **Scenario:**

A course on safe medication handling that begins with “This training satisfies OSHA requirements” is unlikely to spark interest in learners. But if you start by explaining how a dosage error at another facility led to a fatality and a \$2M settlement, now people want to pay attention.

But even the most relevant training will fall short if employees can’t actually access it. That brings us to the next rule.

## 2. Make it easy and flexible

MetroHealth recognized that usability isn't a luxury—it's a necessity. Their shift to Blackboard simplified everything, from mobile access to built-in communication tools, aligning training with the unpredictable rhythm of healthcare work.

This approach reinforces the importance of user-centered design. It's not just about delivering content; it's about removing barriers so that learning can happen anytime, anywhere.

Let's be honest: If your course doesn't work on a phone, it's already falling short. Healthcare professionals don't have the time or capacity to sit at a desk for hour-long sessions. They have patients to see, schedules that shift constantly, and fatigue that doesn't pause for login prompts.

And "easy" doesn't mean simplistic. It means eliminating friction—bad interfaces, endless modules, confusing navigation, and broken links. If the platform feels like a maze, learners won't even try to find the way through.

MetroHealth got this right. Their move to Blackboard made everything from mobile functionality to course communication seamless.

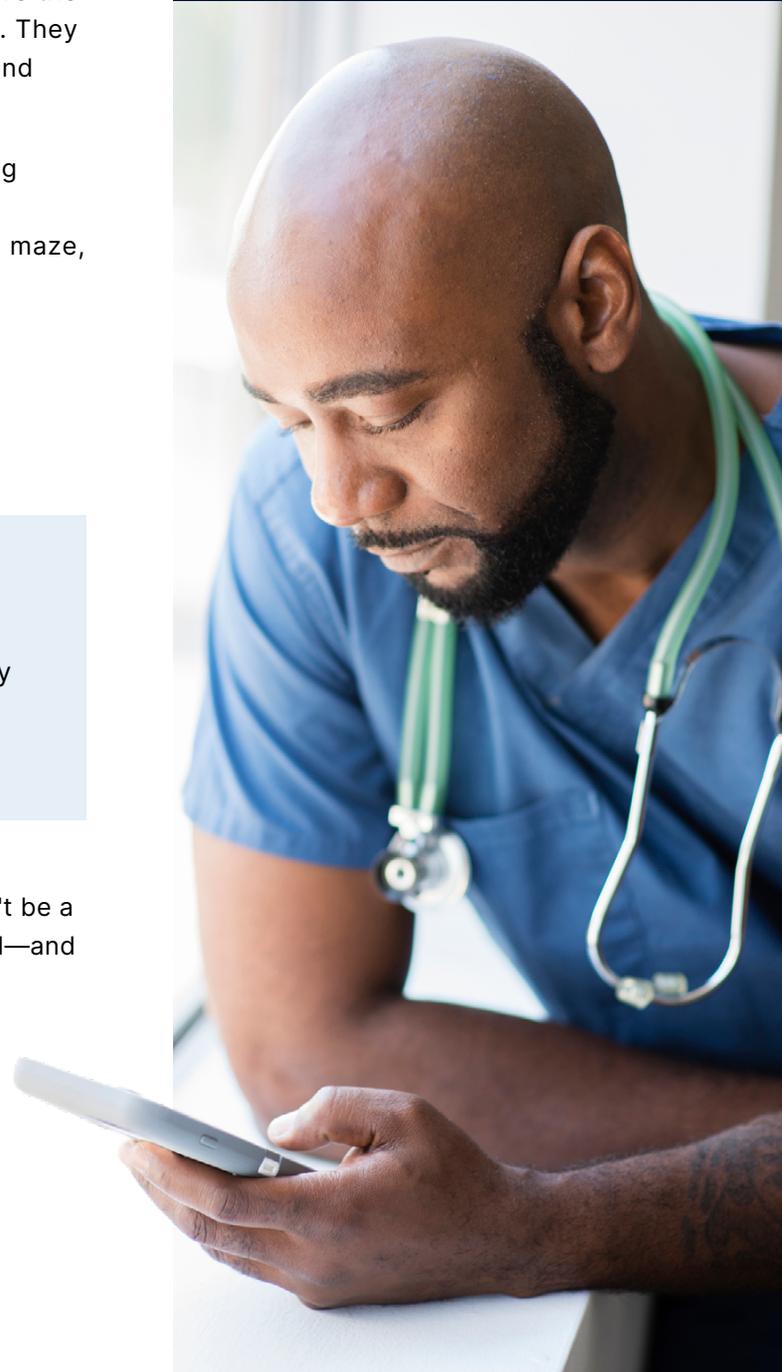
### **Scenario:**

A nurse on break opens a three-minute training clip on their phone about new discharge protocols. They complete it before finishing their coffee. No laptop. No login struggle. Just easy and complete.

But even with access and convenience, training shouldn't be a one-way street. People learn best when they're engaged—and that means interaction.

**“With  
Blackboard,  
everything is  
in one spot.”**

**—Lynnae Lockett**  
Director of the Medical Assisting  
Training Program, MetroHealth



### 3. Make it collaborative and engaging

Collaboration isn't a bonus—it's a proven accelerator for learning. Yet too many eLearning courses still treat knowledge like a solo chore: click, guess, move on. That's not learning, that's just checking a box.

Adults, especially in healthcare, thrive when they can exchange ideas, share experiences, and challenge one another. Think of a shift handover or morning huddle; those moments are active learning in action.

Blackboard builds collaboration directly into the experience. At MetroHealth, learners could message classmates, join discussions, and troubleshoot complex material together. It didn't just support instruction—it sparked community. And in the high-stakes, high-stress world of healthcare, that connection matters.

#### **Scenario:**

Three medical assistants complete a group activity on infection control using a shared discussion thread. One shares a story about a needle stick incident, prompting others to rethink their habits. That's not just compliance—that's culture change.

And when people feel connected, they're more engaged. The next question is: how do you know it's working? That's where intelligent testing and performance tracking come into play.

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Testing should do two things: **reinforce learning** and **identify who needs help.**

“There’s analytics you can look at to see how learners are progressing, which is nice, and I like the color-coded grades as well, as it makes it easy to quickly understand learner performance.”

—Lynnae Lockett  
Director of the Medical Assisting  
Training Program, MetroHealth

## 4. Test and track your employees

We’ve all experienced it: the end-of-course quiz that asks, “Which step came third?” or “What year was this policy introduced?” These aren’t meaningful checks for understanding—they’re memory games. And they don’t help learners grow.

Effective testing should do two things: reinforce learning and reveal who needs support. If it’s not doing that, you’re not assessing performance—you’re just collecting data that goes nowhere.

At MetroHealth, Blackboard's gradebook and analytics changed the game. Instead of just confirming course completion, the platform helped instructors spot trends, personalize follow-ups, and step in early—before a gap turned into a costly mistake.

### Scenario:

A tech scores low on a sterilization module. Their manager is notified automatically and assigns a targeted refresher. Next time? Full marks—and no on-the-job errors.

Testing shouldn’t just measure success—it should reinforce it. When progress is visible and expectations are clear, it becomes a tool for growth, not judgement.

And when employees do succeed, make sure they know it. That’s where the next rule makes a big difference.



## 5. Make it rewarding

Recognition—when done right—can be powerful and help make training feel meaningful. A digital badge, a spot on a leaderboard, a certificate of completion, or even a public shout-out during a team meeting can go a long way. These small gestures tap into something universal: the desire to be seen, valued, and celebrated.

In healthcare, where burnout is high and appreciation is often in short supply, celebrating learning isn't just a nice-to-have—it's a strategic tool for boosting morale and engagement. When people feel their growth is noticed, they're more likely to stay motivated and invested.

MetroHealth saw this firsthand. When learners could visually track their progress and earn achievements for completing courses, the energy shifted. What was once a compliance checkbox became a source of pride. As one leader put it, "I never thought I'd say this, but our only challenge now is keeping up with all the new features."

### Scenario:

A newly certified medical assistant completes a compliance pathway. The next morning, they receive a digital badge and a shout-out during the team huddle. Their confidence soars and the team feeds off of that energy. What started as a routine requirement becomes a moment of shared celebration.

But even the most rewarding experience can fall flat if the course itself isn't effective. That brings us to the final rule.

We all like to be seen. And in healthcare, where burnout is rampant and appreciation is rare, celebrating learning is a powerful motivator.





**Training doesn't have to be endured.  
With the right platform, it can be empowering.**

## 6. Test your courses and your assumptions

The course might look great on paper. But are people actually learning? Are they finishing? Are they engaged with it or just enduring it?

Too often, training is launched and left alone until complaints pile up or compliance deadlines force a change. That's reactive. And it's risky.

Instead, build testing into the training itself—not just for learners, but for the content. Track which slides get skipped. Monitor where learners drop off. Ask what's working, what's not, and why. Then tweak. Improve. Repeat.

Blackboard makes this process seamless. At MetroHealth, teams used real-time feedback and performance data to continuously refine their courses. The result? Less friction. Better outcomes. A smarter learning loop.

### **Scenario:**

A course on patient transport shows a sudden drop-off in module three. Turns out the video is lengthy and includes outdated information. The team edits it, trims it, and sees a 40% improvement in completion within a week.

And it's not just about fixing what's broken. It's about building a culture of continuous improvement, where training evolves with your people, not behind them.

## The bottom line

If training is something employees endure, you've already lost. But if it's something they trust, understand, and even value, you've built something powerful.

### Turning strategy into action: Blackboard tools at the core of smarter training

Following the Six Golden Rules isn't just sound advice—it's a proven framework for building training that drives real results. But theory only takes you so far. That's where Blackboard sits at the core, helping healthcare organizations design and deliver training that's relevant, inclusive, flexible, and future-ready. With Blackboard, Ally, and Milestone, organizations don't just train—they transform.

### Blackboard: A smarter foundation for healthcare training

Blackboard redefines what an LMS can be. It isn't just a place to host content—it's a powerful, adaptable platform built around the real-world rhythms of healthcare. Training can happen anywhere, at any time, without breaking the flow of care.

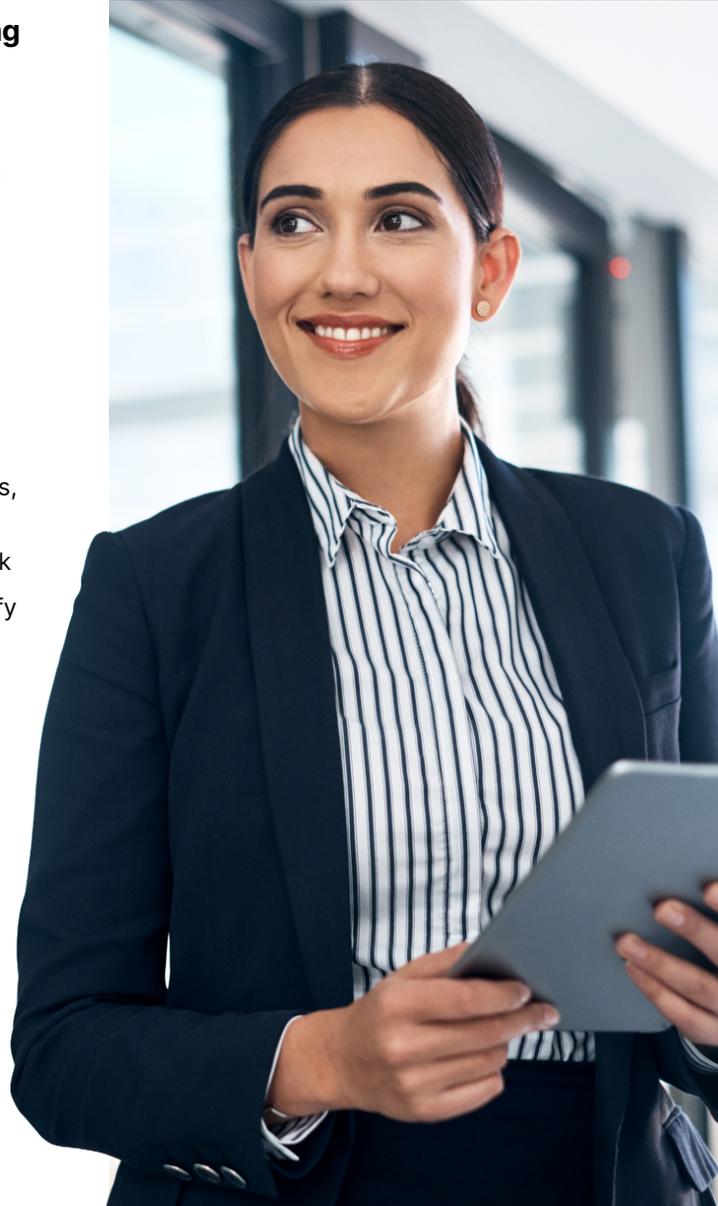
#### What sets it apart:

- AI-powered course design tools reduce build time and boost creativity—96% of surveyed instructors agreed that the AI Design Assistant in Blackboard saves them time
- Mobile-first access for on-the-go learning in breakrooms, clinics, or at home
- In-platform messaging and collaboration for seamless teamwork
- Flexible grading and visual analytics that help instructors identify learning gaps fast
- Leadership dashboards that provide clear visibility into engagement and compliance

## Six simple rules. One big difference.

Because in healthcare, it's not just about what people know, it's about what they remember when it matters most.

And that's exactly where Blackboard comes in.



# Blackboard Premium Capabilities

## Ally:

### Designed for everyone, ready for anyone

In healthcare, accessibility is more than a checkbox—it's a necessity. Ally ensures every learning experience meets people where they are, regardless of language, ability, or preferred format.

#### What Ally delivers:

- Real-time accessibility feedback with step-by-step remediation guidance
- Quick generation of alt text for images with AI
- Ability to easily correct accessibility issues in PDFs with the PDF Quick Fixes tool
- Automatic format conversion into audio, braille, HTML, and more
- Insights into how staff use and prefer alternative formats
- Full support for multilingual teams and ESL learners
- Built-in compliance dashboards that can be leveraged to show any gaps and maintain adherence to accessibility requirements

Whether reaching rural clinicians or supporting urban medical centers, Ally ensures equity is embedded in every learning touchpoint.

## Milestone:

### Learning that moves careers forward

Milestone transforms how organizations recognize progress. It connects day-to-day achievements with long-term career growth, fueling both engagement and retention.

#### What Milestone unlocks:

- Visual learning journeys with checkpoints tied to job-specific competencies
- Digital badges and micro-credentials that are easy to create, share, and track
- OpenBadges v3.0 for all badges, ensuring they carry verifiable metadata that will stand up to internal reporting requirements
- Always-accessible Achievement Studios for lifelong learning records
- Institutional reporting that aligns development efforts with workforce needs

Milestone doesn't just track who completed what—it celebrates growth, builds momentum, and connects learning to purpose.

With Blackboard's teaching and learning tools at the core, healthcare teams don't just meet training goals—they create cultures of continuous learning, inclusion, and professional pride. Let's make training work smarter, together.

Golden Rule	Anthology Solution(s)
Make it real and applicable	Blackboard (AI assisted course building, scenario-based learning)
Make it easy and flexible	Blackboard (mobile learning), Ally (alternative formats, accessibility tools)
Make it collaborative and engaging	Blackboard (in-platform messaging, discussion boards), Ally (inclusive design)
Test and track your employees	Blackboard (analytics), Milestone (progress tracking, badges)
Make it rewarding	Milestone (digital credentials, pathway milestones)
Test your courses and assumptions	Blackboard (engagement analytics), Ally (accessibility feedback), Milestone

For more information on how Blackboard can support your organization's training needs, visit [anthology.com/blackboard](https://anthology.com/blackboard).

