Did you ever attend a class and watch the instructor solve a problem and say to yourself "yeah that looks easy" and then have difficulty trying solve a similar problem just several weeks later? The reason you didn't really understand the topic when it was taught in the class was because you only watched the instructor, you weren't actively involved in the learning process.

There is quote about learning from Confucius that reads "I see and I forget, I hear and I remember, I do and I understand." If you think about this quote, it's actually quite true. The more involved you are in learning something, the better you will understand it. You can't learn, just by reading, hearing or observing; you will always understand a topic better if you actually do it.

An Educator in the 1960's named Edgar Dale theorized about this concept and his research led to the development of the Cone of Experience; which is often referred to as the Cone of Learning. See the figure below.
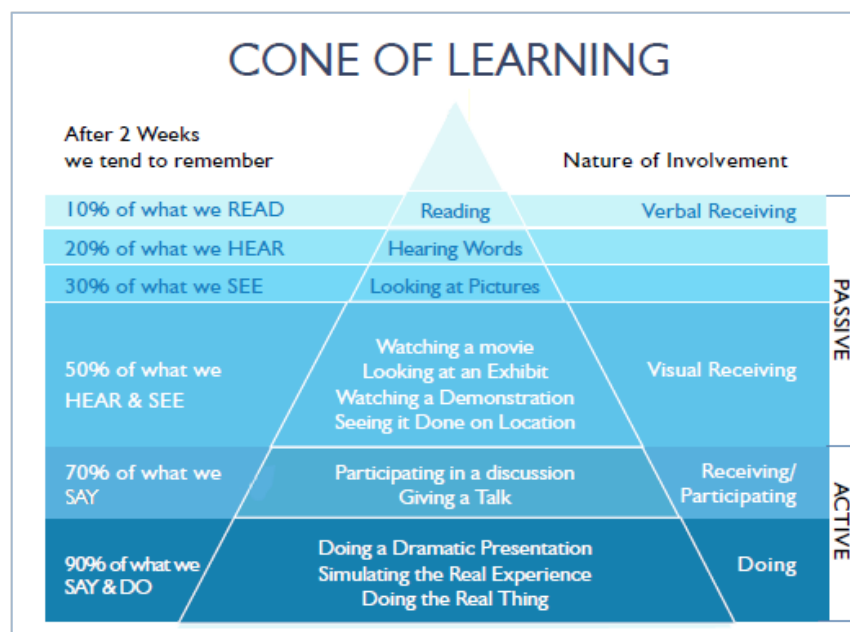
The Cone of learning shows how much people learn and remember based on upon how they encounter information. As you will notice in the figure above, the further you progress down the cone, the greater the learning and more information is likely to be retained. Involvement

Learning methods such as reading, hearing, looking at pictures, or even watching a video are passive and don't really involve the learner, so they're only retaining about 10% to 50% of the information. However, if the learner is participating in a discussion, presenting the topic or actually doing the real thing; they are actively involved and are more likely to retain up to 90% of the information.

The cone of leaning shows us that when choosing an instructional method, it is important use one that actively involves the students. Remember, when designing or presenting a training course, to get the best results, you should use active training methods such as: discussions, simulations, gamification, analyzing case studies, and practice exercises.

At Aasonn, our approach to helping our customers is to get them involved in the learning process. An example of how we accomplish this is with the Walk-Thrus we use to help our customers learn the SuccessFactors software. A **_Walk-Thru_** is a short interactive tutorial that guides the user on completing a specific task in SuccessFactors. These tasks can range from changing your home address to finalize a job requisition.

The user just doesn't watch a Walk-Thru; like they would a short video. They actually have to complete each step of the Walk-Thru process. These steps include selecting an option from drop-down menu, clicking a button, and even entering information on a form. The customer is actually completing the task as the Walk-Thru guides them through each step involved in that task.

Besides getting the users involved in completing a task in SuccessFactors with the Walk-Thrus; they are also given the opportunity to practice concepts covered in our Help Desk software. Many times when you're looking up information in help desk software or an FAQ section, you are often given a list of steps with a few illustrations. However, at Aasonn we use an interactive feature in our Help Desk and FAQ sections called Show Me How. This **_Show Me How_** feature, is a small button next to a specific topic that allows the user to complete a Walk-Thru on that specific topic. Just click this "Show Me How" button and you will begin completing the task with a little help from a Walk-Thru.