

# Membership, Learning and Support Services

## 1 Department purpose

To provide membership, learning and support services so Cochrane attracts and retains the brightest and best people to work with us. We achieve this by providing an excellent experience of working with Cochrane, high quality training and support, and defined routes to develop skills and expertise, so that everyone has the chance to achieve their full potential. Our approach complements the strategic priorities of the organisation, ensuring that recruitment and professional development of contributors is focused in the areas required to meet strategic goals.

## 2 The audiences for our services

Our services are aimed at a wide range of users. These are the main groups of users who we work for:

- Cochrane community members engaged in contributing to **Cochrane's work** (e.g. authors, editors, consumers, translators, or those undertaking task-based activities)
- Members of the public who want to use/understand our evidence including students
- Professionals who want to use our services to develop their career (commercial learning)
- Cochrane Group staff
- Trainers delivering training activities across Cochrane
- Central Executive Team (with regard to implementation support activities)

## 3 The language of our services

We currently have some materials available in languages other than English. We are collating those materials into language-based portals, so that it is easy for users to see what materials are available in their language.

We have plans to translate *Cochrane Interactive Learning* into other languages. Once we have completed the translation to Spanish as a test case we hope to roll this out to other Groups that have sufficient resources to undertake this translation task.

Membership pages are available in multiple languages to varying degrees. These pages are subject to change, but once stable we will actively encourage further translation.

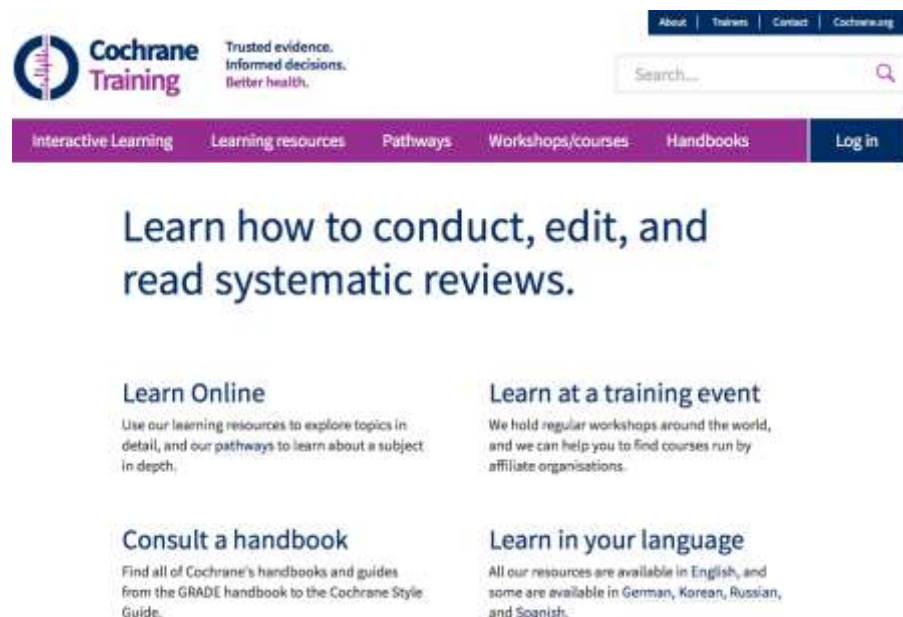
Our User Support Team can provide user support in English, Spanish, French and Portuguese.

## 4 The services you can expect from us

<h3>E-Learning</h3>	<h3>Learning Collections and Portals</h3>	<h3>Virtual Learning Events</h3>	<h3>Face-to-Face Learning Events</h3>
<p>Self-directed online learning ranging from short, narrowly-focussed units (about 5-15mins), to full online training courses such as <i>Cochrane Interactive Learning</i></p>	<p>Online collections of learning resources on a specific <u>theme</u> or aimed at a specific <u>audience</u>, e.g. Editors.</p>	<p>Webinars, interactive workshops and virtual conferences</p>	<p>Listings of workshops around the world that are delivered by Cochrane Groups.</p> <p>We run a small number of workshops in high priority areas at the colloquium or other Cochrane events.</p>
<h3>‘Get Involved’ Opportunities</h3>	<h3>User support</h3>	<h3>Consumer and public engagement</h3>	<h3>Support for Delivering Training</h3>
<p>Coherent presentation of all available opportunities to get involved in Cochrane.</p>	<p>Knowledge Bases for specific products (searchable online help resources, normally used for software, e.g. RevMan Web knowledge Base)</p> <p>User Support helpdesk service (e.g. for software, membership, learning queries).</p>	<p>Support for healthcare consumers and users of our evidence</p> <p>Support for consumers to be a part of producing and spreading Cochrane evidence including a network of consumers as part of Cochrane Membership</p>	<p>Curated Standard Materials that contain all that a trainer requires to deliver a training session.</p> <p>Facilitation of a Trainers Network as part of Cochrane Membership</p>

## 5 Where these services are available

Our services to the community are available primarily through our Cochrane Training website and through our Join Cochrane page. However, in time we want to make resources available at the point of need, which may involve embedding learning or other services in alternative locations.



Training.Cochrane.org



Join.Cochrane.org

Please Note:

- Both of these websites are currently being redesigned to align better with our services
- We also have a sub-domain of consumers.cochrane.org which we hope to integrate better with the membership pages
- We also have a social media presence on Facebook for consumer interactions

## 6 Key changes to the department

This new department has evolved from the original Learning and Support department. The key ways in which the new department will be different are:

- We are now named “services” to highlight the role that learning has in support of strategic development
- We will be contextualising our learning more in the framework of membership journeys
- Membership will not be a separate area of the department – we intend to integrate all areas of work into a coherent and integrated workplan
- Consumer activities will be integrated within the department, with a broader remit of supporting public engagement in membership as well as consumer participation
- Through membership we will be responsible for the overall experience an individual has of engaging with Cochrane
- We are setting up a new community support team to provide a helpdesk style service to all incoming user support queries

## 7 Some of our priority areas of work in 2018

In Support of the *Strategy 2020* targets we are planning the following activities in 2018.

The targets highlighted in purple text are the relevant *Strategy 2020* Targets for 2018, and the bullet points beneath each target are the areas of work that MLS will deliver in support of that target.

Form eight new Cochrane Review Group Networks, and begin implementation of Network plans and improved ways of working together.

- Deliver webinars to support new policy implementation in areas such as peer review, fraud, rejection and update classification.
- Develop a portal for editor training resources designed around the core competencies of editors.

Agree Cochrane’s future priority review types, methods and data sources through the development of a ‘content strategy’, and begin associated implementation activities.

- To be confirmed once the content strategy is approved in March. New content innovations will likely require a range of learning such as online learning, resources and webinars.

Complete the new standardized technology workflow for Cochrane Review production.

- We will develop learning resources for users of RevMan Web, which might include
  - Webinars
  - Workshops

- o **trainers' materials** ('sandbox review' with worked out exercises)
- o and Knowledge Base.
- o We will establish a high quality user support service for RevMan Web through the new community support team.

Build capacity and engagement in Knowledge Translation (KT) activities across the organization.

- o Develop a training portfolio around KT for a range of audiences, including: guidance on key topics; tools and techniques for those that want to get actively involved; KT for strategic activities (policy and leadership). Priority learning topics include introduction of core KT concepts, priority setting, sharing best practice, and developing KT leadership.
- o Facilitate a process of peer to peer support and expert support in building KT capacity

- o Develop our Cochrane Supporter offering in the membership scheme to build engagement with lay people, incl. developing learning about Cochrane's **core business** and an introduction to evidence based health care
- o Promote greater consumer involvement in Cochrane
  - o Develop online learning resource for consumers
  - o Work with Centres, Review Groups and others to recruit and support healthcare consumers including a Consumer Champions network
  - o **Support the 'Patients Included' Cochrane Colloquium in 2018**
  - o Build an international patient involvement partnership to support the involvement of consumers

## 8 Department staff

