

Office/Department/Program: Human Resources
Job Title: E-learning and Instructional Design Intern

Brief Description of Your Unit/Organization:

Human Resources (HR) serves as trusted partners with our university community; strengthening our workforce with consistent and effective HR practices that propel Queen's forward in its academic and research missions. We provide key services available to staff and faculty that include full employee lifecycle advisory (from hiring to retirement), employee and labour relations, compensation and benefits, learning and development, and employee wellness.

HR is making improvements to operational efficiency and our services and requires two intern positions related to a variety of projects. Specifically, we are interested in candidates who have a passion for program and instructional design, who can build learning materials and asynchronous modules to support employees as they learn new systems and processes. Skills in learning needs analysis, qualitative research, consultation, facilitation/teaching, instructional design and program evaluation will be at the forefront of this work, spanning projects from new technology implementation to the redesign of onboarding for new managers at Queen's.

Completing your internship in HR will give you the opportunity to translate graduate-level analysis, curriculum design, and learning development skills to university-wide initiatives that support employee learning and technology adaptation.

Intern Responsibilities

- Working with the Director of Organizational Development & Learning and the Director of Strategic Initiatives, the E-learning and Instructional Design Interns will collaborate with HR subject matter experts to research, design and develop learning resources, online learning modules, and workshops/focus groups for employees at Queen's.
- Interns will provide research, learning, and program design support for initiatives related to technology implementation (including Freshdesk and time entry for PeopleSoft) as well as manager onboarding, employee experience and retention.

Project deliverables may include:

- Conducting research, environmental scans, and program reviews related to manager onboarding, leadership development, organizational culture, belonging, employee retention, and leading practices within higher education. This may include reviewing peer institution programs, manager resources, competency frameworks, and leadership development models to inform the redesign of New Manager Orientation.
- Reviewing historical Manager Orientation materials and synthesizing consultation findings from HR leaders, HR partners, managers, and subject matter experts to identify themes, opportunities, and recommendations for program redevelopment.
- Supporting the development of a renewed New Manager Orientation framework by creating resource inventories, mapping learning and support resources across the university, developing learning outcomes and curriculum recommendations, and contributing to the design of synchronous, asynchronous, and blended learning experiences for new and emerging managers.
- Working with technology implementation teams to evaluate user needs and design appropriate resources or training modules to enable the adoption of new technology. This may include participating in process reviews, gathering user feedback, conducting learning needs analyses, and

identifying opportunities to improve the employee experience when adopting new systems and services.

- Creating employee-facing resources and learning supports such as process maps, job aids, reference guides, communications, training materials, and knowledge base articles that translate technical processes into clear, practical, and user-friendly language to ease the change adoption.
- Applying instructional design and adult learning principles to develop and enhance learning experiences that support the implementation of new technologies, services, and HR programs. This may include creating e-learning modules in Articulate, designing blended learning experiences, developing assessments and evaluation tools, and supporting in-person and virtual learning opportunities for HR and our clients across campus.

Intern Learning Outcomes

1. **Project Coordination and Technology Adoption** through the design and execution of supportive learning materials for employees
2. **Applied Instructional Design/E-learning design** through the building of several online, self-directed training modules and resources aimed at adult learners (Queen's employees)
3. **Understanding of Human Resources and the clients we serve** by building relationships with the prospective learners of the online training modules. You will be exposed to the university administrative structure, different employee groups, manager and leadership roles.
4. **Demonstrate empathy for each project's target audience**, by putting yourself in learners' shoes to anticipate their performance-related needs, interests, preferences and challenges
5. **Work independently in a highly collaborative team environment**, by receiving and incorporating feedback on the design and delivery of learning resources and supports
6. **Consistently apply an I-EDIAA lens to training content design**, researching HR practices and learning evaluation techniques.

Desired Qualifications:

- Demonstrated knowledge and experience designing online, or e-learning content, materials, learning aids, and workshops.
- Knowledge of adult learning theory would be an asset
- Some technical skills to include working knowledge of Microsoft Office, current eLearning development tools (i.e., Articulate, Camtasia, PowerPoint and OnQ), and/or system integrations for learning delivery
- Project coordination skills and experience coordinating small to medium-sized projects.
- Experience working on a team, using interpersonal skills to build positive and productive working relationships with others.
- Time management and organizational skills to manage competing priorities and meet deadlines.
- Demonstrated commitment to principles of equity, diversity, accessibility, inclusion, Indigenization, and human rights for equity deserving groups. Respects diversity and promotes inclusion in the workplace.
- Style and aesthetic skills in the design of graphic work, materials, and other digital media.

The Department of Human Resources is thrilled to welcome two doctoral interns to our team! Along with the project and responsibilities described above, the interns will gain a more comprehensive understanding of how HR fits within the broader landscape of the university administration structure. The interns will be exposed to senior leaders and administrators within HR through attendance at relevant meetings. Through bi-weekly mentorship and coaching conversations with their supervisors, the interns will learn more about HR and in particular, learning and development, and build specific knowledge and skills to support their career development.