

Maximize Your Learning ROI

A Trainer's Guide to Just-in-Time (JIT) Soft Skills Reinforcement

Audience: L&D leaders, HR managers, training managers, and team leaders. **Use case:** Turn everyday moments at work into quick, science-backed coaching opportunities.

Welcome to the JIT Playbook

In today's fast-moving workplaces, learning leaders face a familiar challenge:

How do you build durable soft skills when no one has time for long courses?

This short guide is built for **L&D** and **HR** leaders who want a **measurable return on** learning investments, not just logins and completion rates.

You'll learn a simple, **three-part Just-in-Time (JIT)** method that uses **short**, **science-backed Flash-Learning™ Quick-Tutorials** to:

- Resolve conflicts on the spot
- Support change without long workshops
- Launch new teams and projects with stronger collaboration from Day 1

When you use this JIT Playbook, your training moves from "one-and-done events" to **real** behavioral change in the moment of need.

1. 🛕 The Challenge: Why Traditional Training Misses ROI

Soft skills—communication, teamwork, decision-making, and self-management—are the skills that keep performance strong even as tools and processes change. They are also **more durable** than technical skills, which can lose relevance quickly as technology shifts.

Traditional training often struggles to deliver a clear ROI because of three common issues:

X Poor Timing

Content is delivered in long formats, days or weeks before employees actually need it. By the time a problem shows up, the course is a distant memory.



X High Cost, Low Retention

Workshops and long e-learning modules are expensive and time-consuming to produce. They also overload attention, so people remember little when it matters most.

X No Bridge to Application

Even great content often lives "over there" in the LMS. It doesn't appear in the moment when a leader is about to handle a conflict, lead a change meeting, or launch a new project.

2. The Solution: Scientific JIT Flash-Learning™

To change behavior, learning has to fit the brain and fit the calendar.

That's where **Just-in-Time Flash-Learning™** comes in.

Use short, focused micro-courses as **on-demand "boosters"** right before or right after critical moments at work.

Core Features of Flash-Learning™

Feature	Description	Business Value
Short, Focused Content	Lessons are 2–5 minutes , targeted to one clear skill or behavior.	Fits into busy schedules. Learners can act this week , not "someday."
Research-Based Design	Content is developed and validated with academic, professional, and scientific research.	✓ Increases retention and skill transfer to real work.
ii Proven ROI	Structured soft-skills training has shown an estimated 250% ROI within eight months after completion.	Training budgets become an investment, not a cost center.

🌟 Why This Approach Works

MaxIT's soft-skills Flash-Learning™ is:

- ✓ Neuroscientist-founded and built on decades of learning science
- Used in **160+ countries**, across industries and cultures
- Consistently rated with a Net Promoter Score (NPS) of 71



Supported by **Learning Success Managers (LSMs)** who help you plan and measure impact

Together, this means each short course is not just "nice content" but a **reliable building block for real behavior change**.

3. 6 The JIT Playbook: 3 Methods for Instant Coaching

Think of each "play" as a **repeatable coaching pattern** you can use with:

- Frontline supervisors
- Team leads
- Middle managers
- Trainers and L&D partners

Each play uses a **short Flash-Learning™ Quick-Tutorial** before, during, or right after a real situation.

Play 1: The "Crisis Check-In"

On-the-Spot Conflict Resolution 👭

Use this when two or more employees are in active conflict and emotions are high.

Goal: Turn a stressful incident into a guided learning moment for everyone involved.

Action Step	Leader's Focus	Skill Reinforced
The Incident: Two employees have a disagreement that needs attention now.	The leader quickly watches a 4-minute Interaction or Feedback Quick-Tutorial (e.g., listening skills, giving feedback).	Communication, Conflict Resolution, Empathy
The Coaching Conversation: The leader meets with the employees.	The leader models the technique from the course (e.g., active listening, calm body language, structured feedback).	Psychological Safety, De-escalation



Action Step	Leader's Focus	Skill Reinforced
The Follow-Up: After the meeting.	The leader assigns the same Flash-Learning™ course to both employees and uses it as a shared reference for reflection.	Collaborative Reflection, Ongoing Improvement

Result:

Conflict becomes **practice time** for better communication, not just a problem to survive.

Play 2: The "Change Readiness Blitz"

Proactive Adaptability During Change 🗟

Use this before a major change, such as a new policy, system, or reorganization.

Goal: Prepare leaders to **communicate and support change** with a shared language and mindset.

Action Step	Leader's Focus	Skill Reinforced
The Preparation : A big change is coming.	Leaders complete a short Change or Resilience Quick-Tutorial (e.g., "Five Tips for Managing Change").	Change Management, Resilience, Adaptability
The Deployment: Leaders meet as a group.	Leaders discuss the course and agree on key messages and behaviors they will model.	Managerial Work & Leadership
The Rollout : They communicate with their teams.	Leaders reuse examples and phrases from the course to keep messaging consistent and calm.	Clarity, Trust, Psychological Safety

Result:

✓ Employees hear aligned messages, see confident leaders, and feel guided rather than surprised.

Play 3: The "Team Launch Jumpstart"

Building Project Success from Day 1 🚀



Use this when a **new project**, **squad**, **or cross-functional team** is forming.

Goal: Set up strong norms and collaboration habits before pressure and deadlines hit.

Action Step	Leader's Focus	Skill Reinforced
The Kickoff: A new project or team is announced.	The project leader and all team members complete a Teamwork Quick-Tutorial (e.g., "High Performing Team Common Practices").	Teamwork, Coordination, Colleagueship
The First Meeting: Team comes together.	The leader uses concepts from the course to set expectations: how decisions are made, how conflicts are handled, and how updates are shared.	Interaction, Collaboration, Accountability
The Check-In: 2–4 weeks later.	The team revisits the course themes and checks what's working and what needs adjustment.	Continuous Improvement, Feedback Culture

Result:

▼ Teams start with shared language and clear norms, so collaboration feels smoother and faster.

4. Conclusion: Turn Training Into a Real-Time Performance Tool

When you switch from "big events" to **JIT Flash-Learning™**, training becomes:

- **Timely:** Delivered at or near the moment of need
- Small and focused: Easier to remember and apply
- Strategic: Linked directly to project launches, conflicts, and change moments

You create a culture where people **learn in motion**, and every conflict, change, or kickoff becomes a chance to practice better soft skills.

Q Resource: JIT Flash-Learning™ With MaxIT

MaxIT provides a library of Flash-Learning™ micro-courses and Smart-Tutorials™ built on this scientific, research-backed model through the MaxIT Soft Skills Academy.



We give you the **content library and SharePoint/LMS delivery options** that make this JIT Playbook easy to roll out:

- **f** Flash-Learning™ Quick-Tutorials (2–5 minutes)
- Soft-Skills Tutorial Packages (Teamwork, Change, Interaction, Well-Being, and more)
- Delivery via SharePoint template or SCORM/xAPI for your LMS
- Support from Learning Success Managers (LSMs) to help you plan rollouts and measure impact

Next Steps

Ready to see how JIT Flash-Learning™ could work in your environment?

Choose your next step:

1. fraction Book a Demo

Walk through the JIT Playbook with a specialist and see sample Flash-Learning™ courses in action.

Link: https://app.lemcal.com/@ebaruch/30-minutes

2. Request a Quote or Free Evaluation Campus

Get pricing and a temporary **Library Campus** so you and your leaders can explore real content with your own teams.

Link: https://maxit.com/request-demo/

3. Contact Us With a Specific Use Case

Share your conflict, change, or team-launch scenario, and we'll outline a JIT plan using existing content.

Link: https://maxit.com/request-demo/

A separate **LMS** system is required for organizations to ensure auditable compliance and tracking of training records, which MaxIT can provide additional assistance upon request.