TRAINING PLAN: TELEWORK SERIES

Gabby Schofield, ID Consultant

Table of Contents

1. TRAINING OVERVIEW

1.1 Purpose

The purpose of the Training Plan is to identify the appropriate training strategies and activities required to achieve the desired learning outcome during the implementation of the Telework Training Series.

The Telework Training Series has been developed in order to promote better work from home practices and teach employees how to stay motivated while working from home. This series is not meant to add additional learning burden to new or existing employees but rather be a short learning series that is informative yet concise.

1.2 Audience

The audience for this training includes:

- All new hires who will be working in a remote environment.
- All current employees who work in or are transitioning to a remote environment.

1.3 Training Objectives

The main objectives for this training series include:

- Identify needs of a dedicated workspace.

- Clarify and prioritize your objectives and goals, by creating more planning time.

- Adopt strategies to maintain clear and open communication in a remote environment.

- Identify the new face to face etiquette when communicating in video meetings.

- Define your self-care routine for working from home.

1.4 Assumptions

The following assumptions apply to the Training Plan:

1. The Training Plan will be based on the training requirements gathered through meetings and workshops

2. Consideration will be given to the use of on-site and/or remote resources for the development of training materials

3. The training series will be incorporated into already the existing onboarding plan for new employees.

4. The training series will be deployed as a short 1-week training series to existing employees.

5. HR will be responsible for delivery of training for both new and existing employees.

1.6 Dependencies

Successful training is dependent on the availability of:

- Access to resources for input and review of the course outlines

- Access to resources for input and review of the training materials

1.7 Risks

The following risks apply to the training for the project:

- End users want more training than required/feasible

- Changes to project occur during development and delivery of training

2. TRAINING NEEDS ASSESSMENT

The Training Needs Assessment identifies gaps in the knowledge, skills or abilities of impacted stakeholders compared to levels required to support and sustain the changes implemented.

Table 1 – Training Needs Assessment Illustrative

Topic/Function	Level of knowledge/mastery of function or topic					Relevance of knowledge and/or mastery or topic to job responsibilities				
	1	2	3	4		1	2	3	4	5
	1	2	3		5	1	2	3	4	5
	1	2		4	5	1	2	3	4	5

Illustrative only

3. TRAINING APPROACH

3.1 Training Methods

This section describes the training methods selected based on the options available and recommended for use by the project:

1. Virtual Training
   a. To help retention of learning, a virtual training series will be developed to deliver each identified learning outcome in a topic specific micro-training. These trainings will be developed using Articulate storyline and delivered through our LMS.

4. TRAINING ROLES AND RESPONSIBILITIES

Information for all individuals involved in the training series and their responsibilities.

Table 2 – Training Team Profile

Role	Responsibilities
Instructional Designer	Responsible for designing and developing the training plan with HR contact and the eLearning courses that are a part of the finalized course outline. Develop design for communications that will be released to current employees who will receive the training.
HR Contact	Responsible for working with ID to develop training that aligns with company goals and business strategy. Ensure information provided is accurate and relevant to needs of the employee. Provide list of current employees who need to receive training series and develop communication plan for rollout.
HR Admin	Responsible for final approval of training plan and courses. Provide plan for delivery to new hires in relation to current onboarding program.
LMS admin	Responsible for uploading trainings to LMS and assigning courses as needed based on provided lists from HR.

5. TRAINING MATERIALS & CURRICULUM

5.1 Training Materials

Summary of key training materials and their intended uses.

Table 3 – Training Materials Description

Material	Description	Developer	Reviewer	Final Decision
Training courses	Six (6) 5-10-minute eLearning courses in Articulate storyline.	ID	HR Contact	HR Admin
Communication Plan	Comms plan for rollout of training series to existing employees who are currently remote or transitioning to remote.	HR Contact	HR Admin	HR Admin
Onboarding integration plan	Plan for how training series will be incorporated into the current onboarding plan for new employees	HR Admin		HR Admin 2

5.2 Training Curriculum

The curriculum defines the training courses that will be developed and delivered, including the associated learning objectives, sourcing options, delivery methods and course owners. Use the table below to help plan and manage your training curriculum.

Table 4– Training Curriculum

Curriculum Code	Curriculum Name	Course ID	Course Name	Course Description	Learning Objectives	Duration (min)	Delivery Method	Course Developer	Course Owner
TS1	Telework Training Series					30 min	LMS	ID	HR
		TS1.1	A Dedicated Workspace	Best practices for how to set up a dedicated space to work.	Identify needs of a dedicated workspace.	5	LMS	ID	HR
		TS1.2	Planning Your Days	The importance of having a set schedule while working at home.	Clarify and prioritize your objectives and goals, by creating more planning time.	5	LMS	ID	HR
		TS1.3	Staying Connected	How to use your online systems to maintain open and clear communication in a remote environment.	Adopt strategies to maintain clear and open communication in a remote environment.	5	LMS	ID	HR
		TS1.4	Online Communication	Best practices for virtual communication. (email, chat, calls)	Identify best practices for the different forms of virtual communication.	5	LMS	ID	HR
		TS1.5	Video Etiquette	Best practices for online meetings.	Identify the new face to face etiquette when communicating in video meetings.	5	LMS	ID	HR
		TS1.6	Self-care and WFH	Strategies for separating your home and work life when working from home.	Define your self-care routine for working from home.	5	LMS	ID	HR

This document has been modified to exclude identifying and proprietary information.

8. TRAINING ROADMAP

A preliminary training schedule consists of the key training program activities. The training schedule will continue to evolve as the project progresses and additional details become available. The Training Needs Assessment, Training Curriculum, and Content Development Tracker will be critical inputs to the creation of the detailed training schedule.

Table 5– Training Roadmap

Activities	Responsible	Target Date
Training Plan	ID/HR contact	JAN 2020
Course 1	ID	FEB 2020
Course 2	ID	
Course 3	ID	
Course 4	ID	
Course 5	ID	
Course 6		
Comms Plan	HR Contact	FEB 2020
Onboarding Integration Plan	HR Admin	FEB 2020
LMS upload	LMS Admin	MAR 2020
LMS assignments	HR/LMS Admin	MAR 2020

Illustrative only

9. TRAINING EVALUATION

In evaluating the effectiveness of training delivery, information will be sourced from the following areas:

- Completion rates for each course and overall course rating.

- Feedback from remote employees within 60 days of training series delivery.

- Feedback from managers of all remote employees within 60 days of training series delivery.

- To support the evaluation process, employees will be provided with a post training survey link to complete an evaluation survey. This will be used to measure the reaction of employees post-training in relation to content, delivery of content, and overall satisfaction of the training series.

10. TRAINING RESOURCES & BUDGET

This section will include information on the training resources and effort (number of hours) for each project. It will include a summary of additional financial resources that may be required to develop and deliver end-user training.

Table 6– Effort Required

ROLE	HEADCOUNT	EFFORT (hours)
ID	1	200
HR Contact	1	100
HR Admin	1	50
LMS Admin	1	25
		375

Table 7– Financial Resources

Description	Budget
Headcount	$000,000
Software license	NA
	$000,000