

Purpose

The purpose of this doc is to propose a Slack training series in order to offer transition support and encourage adoption.

Series goals

- Encourage adoption/reduce ramp up by providing direct support on the basic features and functions of Slack
- Increase productivity by providing upfront knowledge so employees can transition faster
- Create alignment for best practices and tool expectations

Proposed training sessions

Topic	Description	Session length
Communicating in Slack	<ul style="list-style-type: none"> • Determine the best place to have different types of conversations. • Find, join and start conversations in Slack. • Work quickly with teammates using @mentions and reactions. • Share files with your team. • Improve the readability of your messages with formatting and editing. 	30-60 min
Find information and keep work organized	<ul style="list-style-type: none"> • Quickly search for information in Slack. • Access the files and messages you use most. • Use Slack to keep conversations and files together in one central location. • Provide context to your team. 	30-60 min
Focus on what matters	<ul style="list-style-type: none"> • Organize conversations in your sidebar. • Customize your notifications to keep up with what's relevant to you. • Remind yourself about important messages. 	30-60 min
Automate business processes with Workflow Builder	Create custom workflows with automated forms, messages and more.	30-60 min

Series parameters

- Determine program need by sending out survey to assess interest.
- Suggested Schedule: 1 topic per week for 4 weeks – 2 days/week Wed & Fri- Utilize office hours to reach NA and UK audience.
 - Dates: TBD pending release of survey and receipt of responses.
- Send out email invitation: “Office Hours Takeover. [insert tag line]”
- Potential tag lines: Sometimes slacking pays off, my teammates are all slackers, start slacking today.

Survey questions

Pre-training survey

In an effort to support the transition to Slack, the Learning team will be hosting a training series to cover several Slack topics. By completing this survey, you will provide our team with information that will allow us to curate training content aligned with the needs of the Org.

1. To receive upcoming session information please provide your email.
 - a. [email input]
2. Rank the following topics (1 being need the most support)
 - 1) Communicating on Slack
 - 2) Finding information and keep work organized
 - 3) Using Slack to focus on what matters
 - 4) Building out workflows and automating tasks
3. What level of expertise do you expect from this training?
 - a. Beginner
 - b. Intermediate
 - c. Advanced
4. What is your experience with Slack?
 - a. First time user
 - b. Some previous experience
 - c. Experienced user
5. How would you describe your comfort when learning new technology
 - a. Comfortable
 - b. Neutral
 - c. Not comfortable
6. What is the ideal length for these training sessions?
 - a. No more than 30 minutes
 - b. 30-45 minutes
 - c. 45-60 minutes

Post-training survey- Anonymous survey

1. What slack training session did you attend? (Select all that apply)
 - a. Communicating on Slack
 - b. Finding information and keep work organized
 - c. Using Slack to focus on what matters
 - d. Building out workflows and automating tasks
2. Has your knowledge of Slack improved after taking this training?
 - a. Yes
 - b. No
3. Have your skills/abilities improved after taking this course?
 - a. Yes
 - b. No
4. What parts of training did you enjoy the most? (select all that apply)
 - a. Delivery method
 - b. Activities
 - c. Trainer
 - d. Content/Information provided
 - e. N/A
5. What parts of the training should we improve? (select all that apply)
 - a. Delivery method
 - b. Activities
 - c. Trainer
 - d. Content/Information provided
 - e. N/A
6. In what ways do you recommend we improve the area(s) you selected in the previous question? Example: Delivery method could have been an eLearning or video training instead.
 - a. [open ended question]
7. Are there other topics that you think we should address in future training sessions?
 - a. [open ended question]
8. Would you like to be a part of future LDC training sessions?
 - a. Yes [if/then, provide email]
 - b. No

Next Steps

- Plan in place for a more detailed training plan so all sessions run in a similar format
- Plan in place to develop wiki page to house information about our sessions, the recorded files, and any additional docs that we curate from the sessions.
- Plan in place for developing email distribution series to include:
 - Initial invitation email with form for questions (this will be turned into an FAQ doc we can add to the wiki page)
 - Reminder email (24hrs before session)
 - Thank you email with link to survey (24 hrs post session)