Company logo

Project Title:	WebTech New Hire training program
Business Purpose:	The purpose of this program is to develop consistency and continuity in New Hire training across all brands and all business units. This new New Hire training program is designed to develop competency in new employees for their different business unit needs while also making updating and revising training more efficient and economical.
Business Results:	This new training concept will increase the speed to competency for all new hires, decrease the time it takes for new employees to hit their KPIs, and establish one standard for all hosting and other business units to measure the efficacy of training modalities. It also increases the opportunities for testing and evaluation of employees throughout the course of training based on the creation of modularized units that allow for decisions on a new employee's progress, thus reducing attrition once employees go into production.
Due Date:	02/27/2019

Training Specifics

Name	New Hire training curricula
Audience	All new employees entering sales and support roles for WebTech
Type	Check/Circle all that apply: ✓ ILT ✓ e-Learning ✓ Job Aid ✓ Multi-modal
Classroom Size	8-20
Assumptions	Realistic Job Preview, prior experience in a customer service industry

Stakeholders

Stakeholder definitions

Name	Role	Job Title	Contact
VP	Stakeholder		
Ops Director	Stakeholder		
Ops Director	Stakeholder		
Sales Director	Stakeholder		
Managed Services Director	Stakeholder		
Sales Manager	Stakeholder		
L&D Director	Stakeholder		
ID Manager	Oversight		
Rick Jacobs	Program Mgr.	Instructional Designer	rick.jacobs@webtech.com

Analysis Interests

Agent Feedback	WA "If I knew then…" survey Focus groups
Task analysis	Agent tools and systems use Behavioral analysis
KPI Metrics Snapshot	Expectations Current Stats Gap analysis
Other Data	Call Drivers

Deliverables

- Facilitator Guides
- Slide Decks
- Participant Guides
- Job Aids
- eLearnings
- Simulators

Lesson Breakdown

Section	Module	Lessons
Onboarding	**WebTech intro and Basic Culture day**	• HR material and info • Training start
Section 1: Foundations - All tracks	**Customer service lessons**	• Who is our customer? • White Glove Service - CS the WebTech way
	The internet	• Overview of how the internet works • Domain names • DNS
	What is hosting	• Servers • Firewalls - hardware and software • Types of hosting
	What is a website	• The customer experience thus far • How websites work
	What can go wrong	• Website errors • Email errors • FTP Errors • SiteBuilder errors • WordPress errors
	Testing and evaluation	• Test • Mock OJTs
Section 2: Track development	**a) Support track systems training**	• WA Culture day • HostingCo1: T levels • HostingCo2: T levels • HostingCo3: T levels • HostingCo4: T level • HostingCo5: T levels • All Tracks support topics (Salesforce, compliance, etc.)
	b) Sales track training	• Sales Cultural day • Retention • Chat • Inbound • SBC • Managed Services
	Testing and evaluation	• MockOJT - Support: tech support only • Test - Sales • Mock OJTs - Sales

Section 3: Track and Business Unit development	**a) Support track**	• Managed Services
	b) Sales track	• Hosting management and billing systems • All Tracks support topics (Salesforce, compliance, etc.)
	c) Business units	• Business units will have their content and systems training at this point.
	Testing and evaluation	• OJT - Support - tech support and leadpass/rec center introduction • OJT - Support business units - as determined by each business unit • OJT - Sales business units
Section 4: Sales track	**Sales track**	• SBC
	Testing and evaluation	• OJT - Sales

Evaluation Plan

Type	Passing Score	Retakes ?	Notes
Tier 1 & 2	N/A	No	This is the level 1 reaction survey to gather feedback about the course once the in-class and OJT are complete.
Tier 3B: End of Course Survey	N/A	No	Course and instructor evaluation
Level 3A & 4: Testing	80%	Three	Participants may retake the test up to three times, but must have retraining before the third attempt on the areas of failure from the second test.
Tier 5 & 6: Mock OJT	Pass/Fail	No	Participants are evaluated on how well they handle mock scenarios
Tier 7: Observation	Pass/Fail	Yes	Facilitators observe the learner during OJT and fill out an OJT Observation form. These can also be administered after training during coaching sessions.

Tier 8: Post training	N/A	N/A	KPIs are monitored and notated for 90 days. Standardized observation forms will be filled out each week for 90 days by Web Coaches. Forms will be evaluated for trends and gaps. On their 90 day anniversary they will be sent the “Agent Perspective Survey.” Additional evaluation will be performed on six-month and one-year anniversaries.

Resources

(List any internal or external resources you may need)

Name	Purpose	Link
Team of five	Assist with developing.	

Timelines | Milestones

Item	Due Date	Descriptions
Program proposal	28-Nov-2018	Approve of proposal NH program plan
Design Approval	4-Dec-2018	This sign off tells the ID that they are good to go on developing the deliverables
Deliverable Iterations	Ongoing	Review and approval of content as developed
Deliverable Approval	19-Feb-2019	This sign off is the approval of all stakeholders on deliverables.
Sales NH Final Approval	19-Feb-2019	Sales new hire content delivered
Roll Out Plan Approval	19-Feb-2019	This review will allow stakeholders to give any input on the roll out plan.
T3 Deliverables	20-Feb-2019	ID will T3 stakeholders.
Roll Out	1-Mar-2019	Training will roll live to all learners.

Version History

Name	Date
1st edition of training	27-Feb-2019

Signatures

(By entering your name and date below you agree to the above documented scope of this project. Any changes made and/or requested after you sign may constitute a change in the scope of this project and require the final Due Date to be moved. The signatures below must post date the version history above.)

Name	Role	Signature	Date
VP	Stakeholder		
Ops Director	Stakeholder		
Ops Director	Stakeholder		
Sales Director	Stakeholder		
L&D Director	Stakeholder		
ID Manager	Oversight		