INFINIT-I
WORKFORCE SYSTEM

HOW TO CREATE CUSTOM TRAINING
THAT WON'T BREAK THE BANK

Vertical Alliance Group, Inc.

WORKFORCE EMPOWERMENT

Three Mindsets About Training

- CFO

  What happens if we _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ them and they _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ ?

- CEO:

  What happens if we _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ and they _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ ?

- HR:

  _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ people well enough so they can _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ ,

  _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ them well enough so they _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

  _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ to.

ROI of Training: Evaluation Questions

- What are the _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ of an _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ workforce?

- How much does a _ actually cost?

- Will cost of _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ from an _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ workforce exceed

  _ expense?

- What is the amount of _ from an

  untrained workforce?

- What is the _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ of _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ lost?

ROI of Customer Service Training

- A _ _ _ _ _ _ _ _ % increase in customer retention has the same effect as decreasing costs by

  _ _ _ _ _ _ _ _ %

Onboarding Program

- _ _ _ _ _ _ _ _% of companies admit onboarding does not include _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
    - Leads to _ _ _ _ _ _ _ _% loss of workforce in 4 years (Career Builder)
- New employees who attended a _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ -_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ onboarding orientation program have a _ _ _ _ _ _ _ _% higher retention rate (SHRM Study)
- Companies see a _ _ _ _ _ _ _ _% greater new hire productivity with a structured onboarding process that includes _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ (Interactive Services)
- Best-in-class companies are_ _ _ _ _ _ _ _% more likely to begin onboarding processes before _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ (Aberdeen Group)

The Cost of Poor Onboarding

- Companies Lose _ _ _ _ _ _ _ _% of Staff in First _ _ _ _ _ _ _ _ Days…
    - $_ _ _ _ _ _ _ _ - $_ _ _ _ _ _ _ _ is cost range to replace a new employee
    - _ _ _ _ to _ _ _ _ Months: Length time for new hire to become _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ in their role
    - _ _ _ _ _ _ _ _% of new hire's decide to stay with a company long-term in the first _ _ _ _ _ _ _ _months.
- Automating/Formalizing Onboarding Tasks…
    - _ _ _ _ _ _ _ _% faster for employee's achieving first _
    - _ _ _ _ _ _ _ _% increase in _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ satisfaction
    - _ _ _ _ _ _ _ _% higher _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ rate

What Does All This Mean?

- Onboarding should be a _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ process and last 1+ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _(s).

The Cost of Knowledge Leak

- "Knowledge leak is the degradation of _____ over time, and it occurs in every organization, every time. It doesn't _____ based on operating system or platform, but it can kill _____ performance in as little as a _____ of years." *(Source: Knowledge Leakage: The Destructive Impact of Failing to Train on ERP Projects, IDC, Cushing Anderson, July 2012)*

- Employees Lose _____% to _____% of unused skills annually (IBM)

Training Helps Avoid _____ _____

- Affirmative Defense to Harassment
    - Employer exercised _____ _____ to prevent & promptly correct any _____
    - Employee _____ failed to take advantage of any _____ or _____ _____ provided by employer or to avoid harm otherwise

- EEOC emphasizes, "If feasible, the employer should provide _____ to all employees to ensure they understand their _____ and _____."

EEOC on Training Requirements

Describe all the training given to managers and supervisors during the relevant period related to:

(a) _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _

(b) _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _

(c) _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _

(d) _ _ _ _ _ _ _ _ _ _ _ _ _ _   for engaging in protected EEOC activity

Your answer should included a description of the training:

1. In person or   _ _ _ _ _ _ _ _ _ _ _ _ _ _   based

2. Date and _ _ _ _ _ _ _ _ _ _ _ _ _ _   of training

3. Name of individual(s)   _ _ _ _ _ _ _ _ _ _ _ _ _ _   the training

4. Those who _ _ _ _ _ _ _ _ _ _ _ _ _ _   the training

5.   _ _ _ _ _ _ _ _ _ _ _ _ _ _   covered during the training'

Kolstad Defense (Limit Liability)

- Kolstad allows an employer to avoid _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _, even if harassment is proven, and even if a _ _ _ _ _ _ _ _ _ _ _ _ _ _   damage award is made.
- An employer needs to show it engaged in "_ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   _ _ _ _ _ _ _ _ _ _ _ _ _ _   to implement an anti-discrimination policy".
- Generally, employers qualify for the Kolstad defense by adopting a   _ _ _ _ _ _ _ _ _ _ _ _ _ _   anti-harassment _ _ _ _ _ _ _ _ _ _ _ _ _ _   and providing adequate harassment _ _ _ _ _ _ _ _ _ _ _ _ _ _   for at least every   _ _ _ _ _ _ _ _ _ _ _ _ _ _   level employee.

Steps to Avoid Punitive Damages

- Adopt a _ _ _ _ _ _ _ _ _ _ _ _ _ _ policy prohibiting _ _ _ _ _ _ _ _ _ _ _ _ _ _ , harassment, & _ _ _ _ _ _ _ _ _ _ _ _ _ _
- Train your managers (& all employees)
    - Aware of the _ _ _ _ _ _ _ _ _ _ _ _ _ _
    - Know how policies are _ _ _ _ _ _ _ _ _ _ _ _ _ _
    - Know how policies are _ _ _ _ _ _ _ _ _ _ _ _ _ _
- Prove you respond to received _ _ _ _ _ _ _ _ _ _ _ _ _ _

Your Job is to _ _ _ _ _ _ _ _ _ _ _ _ _ _

- A manager's skills and knowledge are only valuable if (s)he uses them to get more _ _ _ _ _ _ _ _ _ _ _ _ _ _ from his/her people.

Schedule Your _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

- Schedule one _ _ _ _ _ _ _ _ _ _ _ _ _ _ every _ _ _ _ _ _ _ _ _ _ _ _ _ _ to create training

7 Steps to Creating Training

1. _
2. _
3. _
4. _
5. _

   _ _ _ _ _ _ _ _ _ _ _ _ _ _
6. _
7. _

7 Tools for Creating Training

1. PowerPoint

2. Webinar Series

3. Screen Captures

4. Studio

5. Policies

6. Involve Employees

7. Start a Book Club / Reading Library

Final Thoughts

- Companies Lose _ _ _ _ _ _ _ _% of Staff in First _ _ _ _ _ _ _ _ Days…
    - $_ _ _ _ _ _ _ _ to $_ _ _ _ _ _ _ _ is cost range to replace a new employee
- _ _ _ _ _ _ _ _ to _ _ _ _ _ _ _ _ Months: Length time for new hire to become _ _ _ _ _ _ _ _ in their role
- _ _ _ _ _ _ _ _% of new hire's decide to stay with a company long-term in the first _ _ _ _ _ _ _ _ months.
- _ _ _ _ _ _ _ _% new hires intend to leave a company not offering _ _ _ _ _ _ _ _for current job

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