

Lesson Overview

Summary

The Learning Packages are designed for the participants to take ownership of their learning. The Learning Package materials are stored on the New Hire Portal under the Learn! page.

This lesson will review how participants utilize the Learning Packages to best suit their learning needs.

Objectives

- Participants will understand the difference between the how-to videos and the competency documents in the Learning Packages
 - Participants will understand the resources utilized during the Learning Packages portion of the New Hire agenda
 - Trainers will discuss the reinforcement of the skills learned aspect of the Learning Package
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Time

Allow **30 minutes** to complete this lesson.

Resources

- [How to Facilitate New Hire Agenda](#)
 - [Training Environment Setup](#)
 - [How to Facilitate Training Videos](#)
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Preparation

- Review the New Hire Portal Learn! section
 - Review the Resources documents
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Learning Packages

Learning Packages

As we go through the New Hire Training program, main call scenarios are chunked into Learning Packages. Each Learning Package contains two call scenarios.

These call scenarios contain a primary skill set along with secondary skills that are directly related to that primary skill.

For example, the primary call type may be related to payments. The secondary skills that you will learn will be address changes, explaining myWireless account to customers and other related topics.

We have set up this training program to present these Learning Packages in several formats in order to suit several different learning styles. You choose the method for learning that works for you. You will also work at your own pace within the time allotted for the lesson.

The Learning Packages content is setup on the New Hire Portal. Each Learning Package lesson material will consist of:

- How-to Videos
- Competency documents

You have the choice to complete the lesson materials in the manner that suits your needs. You can complete the videos and the documents, or just the videos, or just the documents.

When a training environment is available to enhance the learning experience, always use that system to practice new skills.

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Learning Packages Continued

How-To Videos If you choose to complete the How-to Videos, you are to complete the following tasks:

Step	Task
1	View the How-To Video
2	Review the My CSP Related content based on the lessons learned in the how-to video
3	Complete the steps learned in the how-to video in the training environments

If you have trouble locating the information in My CSP, or completing the tasks in the training environments, you should use your resources for assistance. These resources include:

- New Hire Portal Discussion Board
- Peers
- Trainer

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Learning Packages Continued

Competency Documents

If you choose to complete the competency documents, you are to complete the following tasks:

Step	Task
1	Review the competency documents
2	Review the My CSP Related content based on the lessons learned in the Competency
3	Complete the steps learned in the competency documents in the training environments

If you have trouble locating the information in My CSP, or completing the tasks in the training environments, you should use your resources for assistance. These resources include:

- New Hire Portal Discussion Board
 - Peers
 - Trainer
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Learning Package Contents

The Learning Packages consist of the videos and the competency documents. In addition to these lessons, there are quick hits and activities which provide additional information. All of these lessons are then bundled together as part of the Learning Package. Once the Learning Package has been completed, an assessment is to be completed by the participants as a check for understanding.

Learning Packages Review

After both Call Types in the Learning Package have been completed by all participants in the class, the trainer will conduct a group role play. This role play will review all of the materials covered in the Learning Package.

This is to ensure that you have grasped the main ideas of the Learning Package just covered. This is your opportunity to verify your understanding of the materials and the systems used in the Learning Package. Also, this will help reinforce the call flow and how to properly interact with our customers using the proper methods and language.

Helpful Hints

Helpful Hints for Trainers

What are some things you can do while the participants are working on the Learning Packages?

Note: Keep in mind, these are suggestions only.

- Keep the participants on task
 - Monitor timelines – these need to be adhered to in the classroom
 - Work the room
 - Identify participants that are struggling
 - Pairing participants with others if complete with lesson check discussion boards (or set up a internal chat room and monitor it)
 - If one-half of the participants are complete with the Learning Package, start working on the group competency role plays.
 - Coaching
 - Review the participant's progress sheets. If the participant is complete with the Learning Package, review any topics that need to be revisited.
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Change History

Date	Change/Revision	Designer
8/14/13/13	Updated LS logo	K. Blankenship
