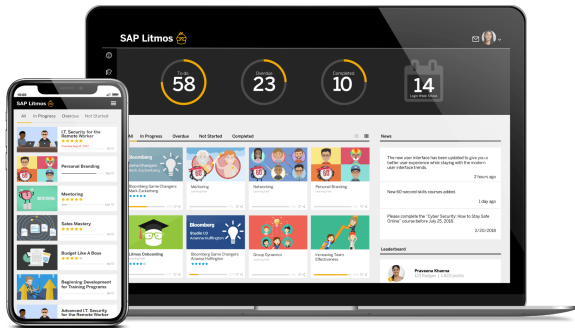# TRAINING EXPECTATIONS AND METHODOLOGIES

Training Tools

Litmos

Litmos is one of the most valuable training tools we use for training our remote employees. It is cloud based so Agents can easily log in and see the courses or training units that have been assigned to them to complete. Courses can include video, documents, tests or test trees, informational pages where links can be shared for things like listening to recorded calls, surveys, and learner upload capabilities.

Access can be given to other members of our team such as Supervisors, the CSM, and sometimes the Account Owners to see and score employee progress or to pull reports against the data for training proof. Documentation available includes but is not limited to employee test scores, number of attempts taken to test out of a course or time taken to complete indicating possible areas to provide addition coaching or to build out additional information around.

Zoom

While Litmos provides the training content, Zoom enables our trainer to provide real time, interactive group training and provides a reliable, recordable meeting options. It is ideal for coaching or showing processes as the screen share allows for instructor led sessions, break out rooms, and for sharing a full screen or a narrower view of just a single document. Recorded trainings can be easily edited and then added to Litmos for viewing or attached to a Google Drive or Smartsheet to document as having taken place. Training videos are created as smaller modules rather than in one large recording so that areas prone to handling changes or product updates can be quickly updated and replaced in Litmos. Refresher courses or trainings on the changes are then assigned to the Agents.

How we Train

Training is approached with a layered build approach once all available information and systems have been identified. If training materials need to be created, they are identified at the time of the kickoff and responsible people are tasked to gather and create based on the need.

- ✔ **About the Brand**
- ✔ **Why they chose us and what we will be supporting for them**
- ✔ **The communication channels and systems used to support**
- ✔ **Hands in training**
- ✔ **Test Calls**