

UPSKILLING: EXECUTIVE SUMMARY

Upskilling CL&D

Audience Polling

We will start with **polling our audience** on what topics are relevant to their roles and continued development.

POLLING



DEVELOPMENT



Portal and content development

We are developing **on-demand video, QRG, quick tip content** that addresses skill development across CL&D and all stakeholders. We will house our content on a new portal with the idea of easy access and a friendly user experience.

Communication

Email blasts and portal invitations will be sent out to create traffic to the upskilling site.

COMMUNICATION



LAUNCHING

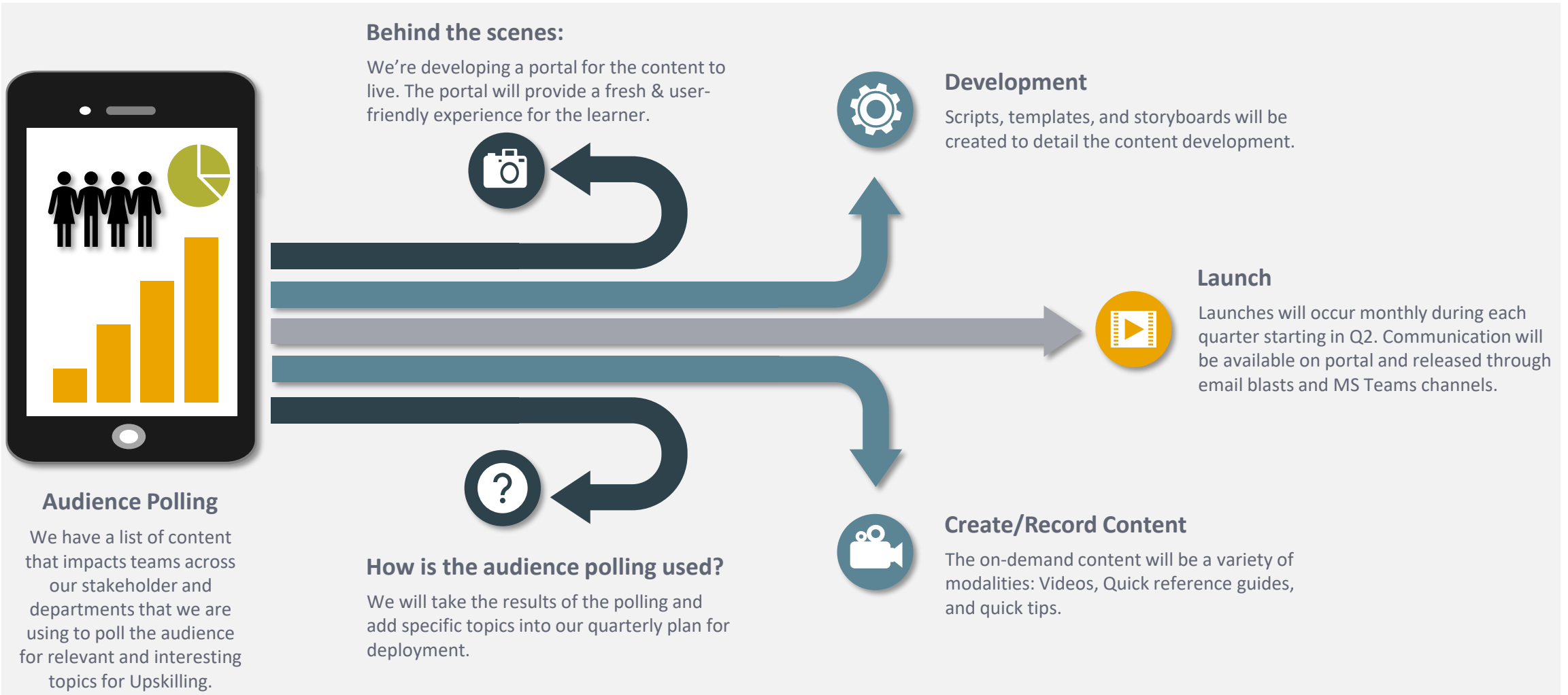


Content Launch



Content launches will occur quarterly, and communication will go out to keep stakeholders informed of all activity. Phase 1 is currently scheduled for July launch.

UPSKILLING: EXECUTIVE SUMMARY





Upskilling CL&D

Skyler Scott
April 2023

Project Charter Overview

CL&D Foundations



Core Project Team

NAME	TITLE	PROJECT ROLE RESPONSIBILITY
L.A. TOWNSEND	AD ID and CL&D Capabilities	Co-Lead
SKYLER SCOTT	ID	Co-Lead
AMY HOWARD	Sr. ID	Team member
ALEXANDRA LAGOS	Sr. ID	Team member
JEANNE PICARDI	Sr. ID	Team member

Sponsors/Stakeholders

NAME	TITLE	PROJECT ROLE RESPONSIBILITY
MICHELLE D'AGOSTINO	Interim Head of CL&D	Sponsor/Stakeholder
TINA STILES	Dir. LS&O	Project Sponsor
GINNY TREVINO	Sr. Mgr. LS&O PM and vendor Mgmt.	WS1 Lead
BORIS LIBMAN	AD Technology	Collaborator
MARIANNE MARKWARTH	Mgr. LS&O Operations	Collaborator

Customers

NAME	TITLE	PROJECT ROLE RESPONSIBILITY
ADAM FOSTER	FC&T	Customer
SCOTT TINKEL	FLD	Customer
CHRIS BLACKBURN	LD	Customer

Summary

We are establishing a cadence of ongoing & on-demand upskilling via short videos, quick tips, & QRGs . The goal is to continuously close the gap between ever evolving roles and skills that are relevant to those roles, as well as talent development opportunities.

Milestones/Deliverables

- ✓ Create Prioritized Development Plan
- ✓ Audience Polling & Portal Creation
- ☐ Phase 1 Content
- ❖ Phase 2 Content
- ❖ Phase 3 Content
- ❖ Ongoing content development

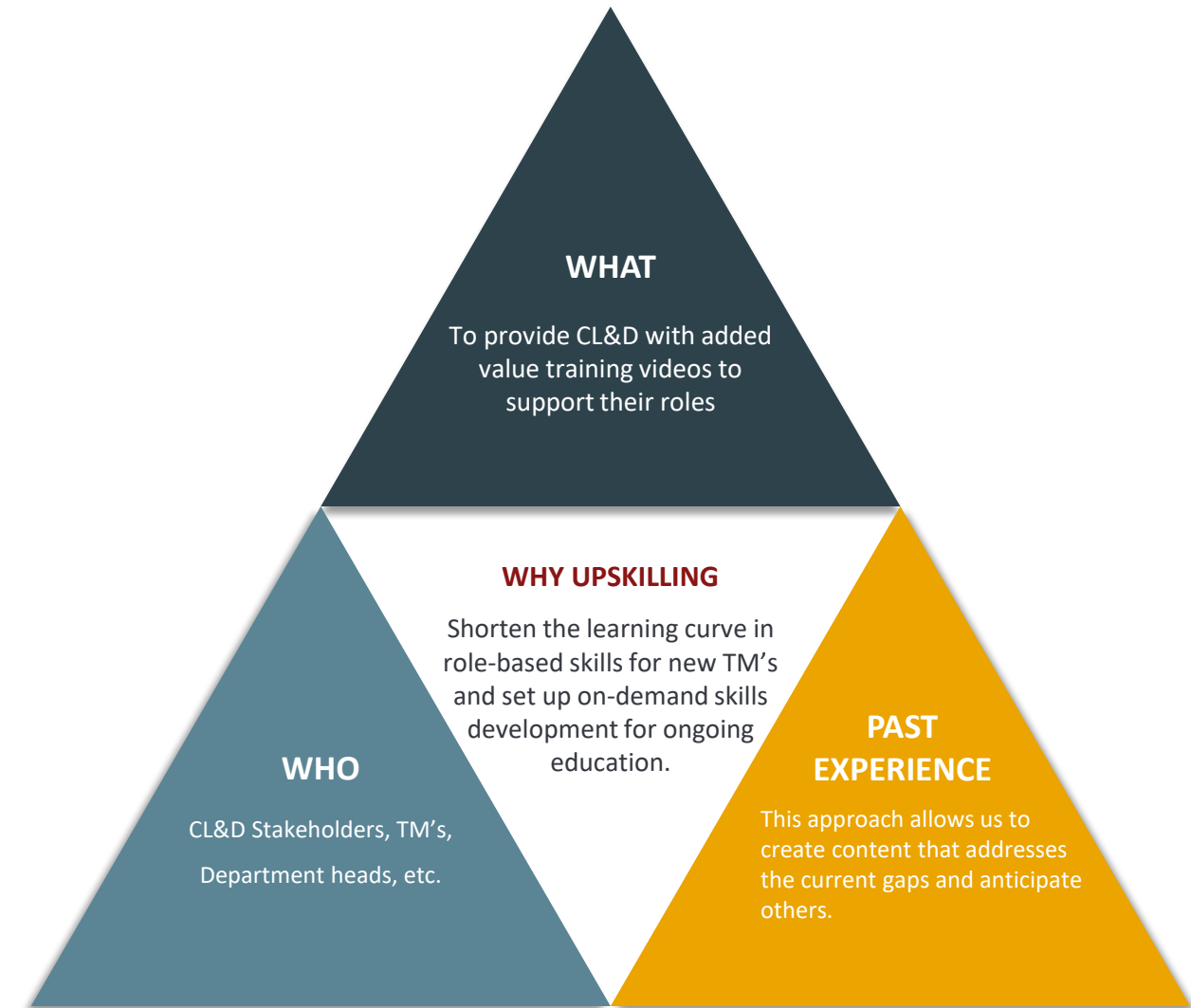
High Level Timeline

- Phase 1 Launch – Q2
- Phase 2 Launch – Q3
- Phase 3 Launch – Q4

UPSKILLING PLAN

Historical context and Audience

- Why are we tackling this?
- What are we trying to solve for?
- What has been the experience when we tackled this in the past?
- Who is our audience



Our Historical Context & Audience



PROBLEM STATEMENT

- Schedule sessions, people register, no one shows up
- Gaps discovered in providing pinpointed learning opportunities directly related to roles



AUDIENCE

Training Managers, Associate Directors, & Directors for:

- Field Capabilities & Training
- Commercial Capabilities
- Learning Strategy & Operations
- USBU Leader Development and Field Leader Development



SOLUTION

We're developing a plan to release on-demand training videos, QRG's, Tips monthly; progressing from basic, intermediate, to advanced skills and functions of applications that our department personnel can benefit from.

OVERVIEW OF THE PLAN

Upskilling On-Demand training created to address the needs of ongoing skill development.



Audience Polling

Here's what we're going to do to understand our audience groups.

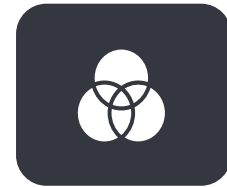
- We'll assess the areas of interest to find common needs and interest amongst the groups
- Show our proposal



How to deliver

Using multiple modalities such as:

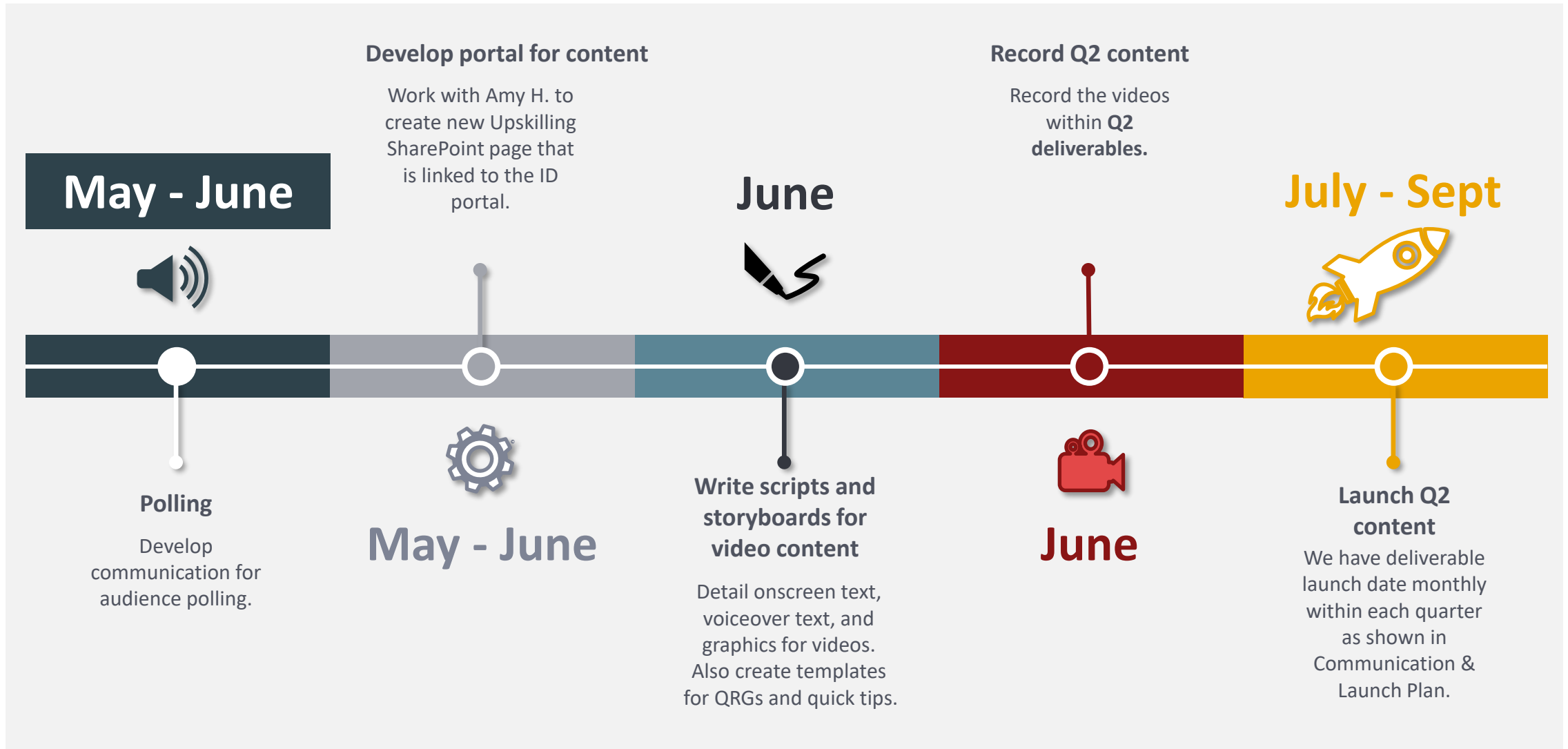
- Video
- QRGs
- Tip blasts through email



Quarterly Release

The deliverables are set up to release quarterly as voluntary upskilling videos.

UPSKILLING: HIGH-LEVEL TIMELINE



Proposed Upskilling Deliverables



 TOPIC	 SKILL LEVEL	 AUDIENCE	 CATEGORY
What happens after results are uploaded into the CL&D Learning Event Results Library?	Foundational	All CL&D	• Measurement • Technology
Creating an Effective Meeting Agenda	Effective	All CL&D	• Design Collaboration
Creating an Effective Meeting Recap	Effective	All CL&D	• Design Collaboration
Surveys vs. Polls: When to use them	Effective	All CL&D	• Measurement
Virtual engagement – Get the most of tools enhance virtual engagement	Effective	All CL&D	• Design collaboration • Content Development
Quick tips for owning the moment while facilitating training	Highly	All CL&D	• Content Development • Content Update
How do I use the standards to provide a workshop?	Effective	All CL&D	• Instructional Design
Alchemer Videos	Effective	All CL&D	• Measurement • Technology

Proposed Upskilling Deliverables



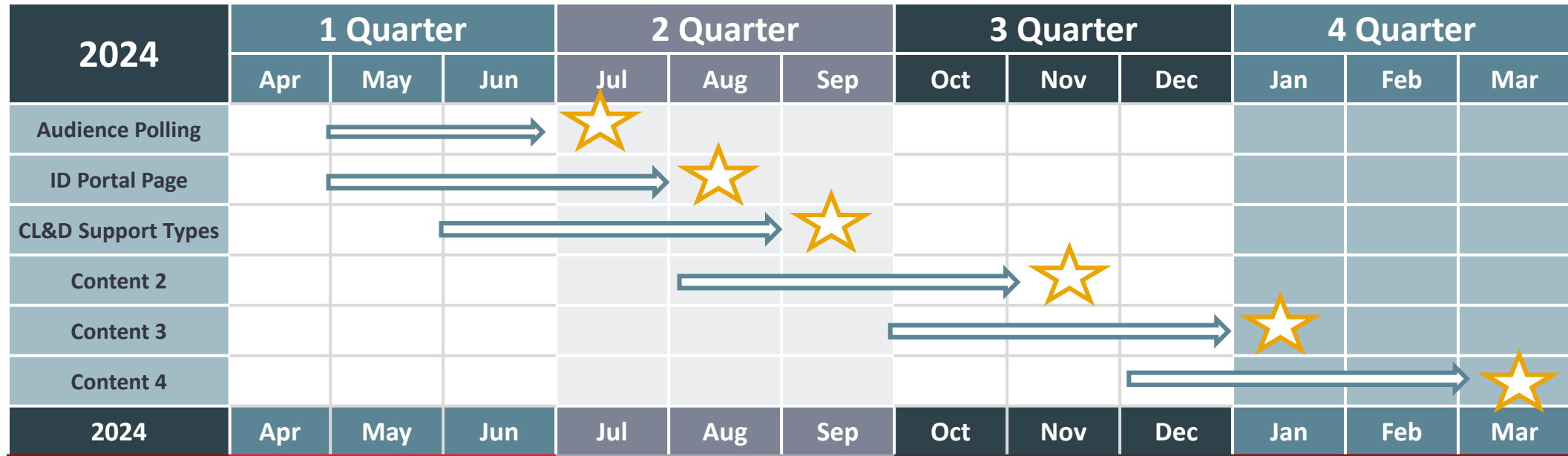
 TOPIC	 SKILL LEVEL	 AUDIENCE	 CATEGORY
Understanding CL&D Support Types (5 videos)	Foundational	All CL&D	• Instructional Design
How to navigate to resources on ID Portal	Foundational	All CL&D	• Instructional Design
What is Design Collaboration?	Foundational	Field Capabilities & Training Commercial Capabilities	• Design Collaboration
What is Content Development?	Foundational	Field Capabilities & Training	• Content Development
What is Content Update?	Foundational	Field Capabilities & Training	• Content Update
What is Measurement?	Foundational	Field Capabilities & Training	• Measurement
What is Oral Practicum QA?	Foundational	Field Capabilities & Training Commercial Capabilities	• Oral Practicum

Proposed Upskilling Deliverables



 TOPIC	 SKILL LEVEL	 AUDIENCE	 CATEGORY
How to download and share information with others?	Foundational	All CL&D	• Technology • Instructional Design Support
ID Support: What programs and Teams We Support	Foundational	All CL&D	• All ID Support
Using the CL&D Workshop Template: [Method 1 &2]	Effective	All CL&D	• Design Collaboration • Content Development • Content Update
PM Support Type: What is a PM Coach? [Must be decided and approved by Ginny Trevino]	Effective	All CL&D	• Project Management
PM Support Type: What is a Lifecycle PM? [Must be decided and approved by Ginny Trevino]	Effective	All CL&D	• PM Coach: PM Support
What types of reports are available in Alchemer?	Effective	All CL&D	• Measurement • Technology
What is included in a standard Power BI dashboard and when will it be provided?	Effective	All CL&D	

Communication & Launch Plan



Timeline breakdown

- **Q1 deliverables:** Collaboration with Team for portal development. Communication with CL&D leadership for stakeholder buy-in on upskilling topics.
- **Q2 – Q4:** Developing and releasing content on the portal



Upskilling CL&D

Next Steps & Action Items

UPSKILLING



NEXT STEPS

Get deliverable topics approved for development

Develop upskilling page – Meet with Amy H. for reviewing a draft layout

Develop content

ACTION ITEMS

ASSIGNED TO

Create and communicate audience polling to send to stakeholders

Skyler S.

Complete upskilling page in ID portal

Skyler & Amy H.

Create content from results of polling

Skyler S. & L.A.

