

LXD PLAN FOR DESIGN LEADS

Course Name & Description	Type	Course Objectives
<p>The power of eLearning collaboration</p> <p>A deep connection between eLearning specialists and customers, working together to provide immediate advice, service and quality products.</p>	Learning Experience – 360 degree collaboration	<ul style="list-style-type: none"> · Create of fully backup eLearning specialist team with the ability to take an action and responsibility for new and existing projects · Improve the quality of delivery · Improve the communication experience with customers · Share experience with the colleagues from different offices · Become a strong eLearning division to get ahead of competitors and surprise with new potential service and ideas

Part	Module Name (Core Modules)	Module Objectives	Time (hrs/mins)	Modality (In Person, Virtual, Platform)	Experiences (Assignments, Discussions, Polls, Groups, Teams)	Content / Supporting Resources (General content ideas, Specific Existing, New)
0	Share	<ul style="list-style-type: none"> · Define why we are doing it and what we can achieve · Identify experience and current use of software and systems 	2 hrs, 1 day	In-person, town hall	<ul style="list-style-type: none"> · Live session · Group chat · Q&A · Cross-checks 	<ul style="list-style-type: none"> · Vision of progress · Analysis potential · Get to know each other
1	Collaborate	<ul style="list-style-type: none"> · Discuss past and ongoing projects · Illustrate the issues and challenges we face · Summarize the gaps and leadership collaboration 	4 hrs / 2 hrs per day for each type of project	In-person, small group, virtual Teams meeting	<ul style="list-style-type: none"> · Presentation · Live session · Collaborative environment · Group chat · eLearning · Q&A · Survey 	<ul style="list-style-type: none"> · Internal instruction · Learning from the past · Identify weak points · eLearning Heroes→appreciate the community

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2	Handover	<ul style="list-style-type: none"> · Demonstrate the process from start to end · Resolve technical and management issues 	8 hrs / 4 hrs per day in 2 events	In-person, eLearning, Classroom, virtual calls/meetings through Teams, small group	<ul style="list-style-type: none"> · Presentation · Group chat · Q&A · eLearning 	<ul style="list-style-type: none"> · Internal instruction · Technical tips and tricks · The power of negotiations · eLearning Heroes→mastering the variables
3	Backup	<ul style="list-style-type: none"> · Organize resources, team workflow and daily schedule · Compare backup results with main team results 	2 hrs / 1 day	In-person	<ul style="list-style-type: none"> · Group chat · Feedback · Presentation 	<ul style="list-style-type: none"> · Constructive feedback · Focus on success · Behind the scenes of organization
4	Customer satisfaction	<ul style="list-style-type: none"> · Modify existing procedures to improve quality and delivery time · Propose new services to continue collaboration · Integrate customer and organisational automation 	16 hrs / long-term schedule	In-person, quick virtual calls/meetings through Teams	<ul style="list-style-type: none"> · Survey · Feedback · Presentation · Group chat · Video call meeting · Q&A 	<ul style="list-style-type: none"> · Understanding your role with customer experience · How to create an impact · Brainstorming

