**Training plan and framework**

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As director of all technical communication my first step in making a training plan is going to be collecting data on what the staff members know how to do and what they do not know how to do. All staff members should be able to go through training and have a fair idea of what is going on in their job.

The areas of focus will depend on what the results of my data collection tend to be. Though by assumption we will assume that all areas need to be covered. With this as the new intentions we will start by defining our communication strategies that we are wanting to use in our training plan. This starts with interactive/real-time communication and iterative/non-real time communication. Training will be directed at different audiences depending about learning. However, between real-time and non-real time communication we are covering all possibilities of communication with our training plan. Evidence for this is provided in the understanding of why we communicate in the first place.

In areas of internal learning employees, we are going to be mainly communicating with interactive real-time communication. Our goal for this is to have our employees as active as they can be with as much practice as they can get as well in the product. For various managers we will be sure to use peer-to-peer communication as well as some non-interactive communication by using messaging platforms to communicate with one another. The reality is most of our teams are moving online and into remote positions not only for the virus, but we have also found out that we can improve our productivity online. There are pros and cons of the situation, but we will make do with what we have. Whenever we have new employees with managers/directors or not we do not expect them to know everything about our company. That is why we have decided to devise a training plan on how we will teach and train up our new employees. As mentioned above we will use all types of communication to help achieve our goals of training, but we would also like to start by defining expectations of how we will communicate throughout our training. To begin with we will have a visual and written expectations of what communication looks like within our company. Throughout training we will be using voice, video, & in person communication for a clear setting of expectations of what we are hoping to achieve in these meetings. More privately for each employee we will have 1-1’s with each employee along with written communication in email and phone calls. We will also have lots of guides for what success looks like throughout the training with documentation and analytics. After everyone’s training experience all employees should have a clear understanding of what clear concise communication looks like. This is appropriate behavior for the company due to the importance of our clients and shareholders. At BOLDFlash we want to be a diverse company where any member of our company can thoroughly explain our product to our customers and stakeholders. This doesn’t happen without the proper training, which is why it is so vital for communication in our training to be explained in depth. As far as collaboration goes, we will need to we will need all hands-on deck and everyone’s collaboration on this project including directors and managers.

We will be sharing these trainings and learnings with everyone in the company, training will be different between shareholders, managers, and other employees. For example, shareholders training will not need to know the inside and out of the product but rather the overview of what is going on. Whereas managers will need to be able to explain the product thus they will have a different training class. Another way that these different audiences will train is by the communication style. For stakeholders the communication will be peer-to-peer communication with the managers and directors. The communication for managers and directors will be group conferences via web, voice, or IWB. Finally, communication for other employees will be with iterative with online recorded videos or documentation.   
 There will also be two different types of trainings, non-technical and technical. Both trainings will be taken by all internal staff. All staff members will need to know what the product is and exactly how to communicate it. Stakeholders will only need to teach nontechnical trainings taught by a senior director or manager. These training will only be in person to cater to all communication methods that may arise. After going through training all staff members will have to pass testing about the trainings taken to ensure competence in said subject.

For clear finalized guidelines we will start with defining communication types being, real-time and non-real time. Real-time communication is using physical presence to communicate, voice, video, group conferences, web, and IWB. Non-real time is communication that doesn’t need physical immediate response like, email, fax, voicemail, text, documentation management, and analytics. After that we will identify clear specific goals. Next, we will prepare the training materials and make the schedule. After that we will develop training courses for all the staff to use. Finally we will implement your training program.

Resources:

*What is a corporate communications framework?* ET Group. (2020, May 4). Retrieved January 26, 2022, from https://www.etgroup.ca/what-is-a-corporate-communications-framework/

*Employee training plan: The essential steps to creating successful learning porgrams*. TalentLMS Blog. (2021, May 6). Retrieved January 26, 2022, from <https://www.talentlms.com/blog/how-create-successful-training-plan/>

*5 steps to creating and implementing effective training programs*. Explorance. (n.d.). Retrieved January 26, 2022, from <https://explorance.com/blog/5-steps-to-creating-effective-training-programs/>

Jones, M. (2022, January 24). *How to create an effective training programme*. Breathe HR Australia. Retrieved January 26, 2022, from https://www.breathehr.com/en-gb/blog/topic/company-culture/how-to-create-an-employee-training-programme