

Day in the life

Wrap up

CSS Business & Culture Foundations (SE Onboarding)

“Our mission is to empower every person and every organization on the planet to achieve more.”

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Facilitator Guide

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Click [here](https://msmercury.azurewebsites.net/csslearning/2000) to check the list of courses available and take them before or after this session.

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# About this module

|  |  |  |  |
| --- | --- | --- | --- |
|  | This CSS Business & Culture Foundations curriculum was created for all new employees. It is expected that participants have already completed the Day in the life module. | | |
|  | It will take approximately 30 minutes to train agents.   * Introduction (1 minute) * Wrap up (26 minutes) * What next? (3 minutes) | | |
|  | This module helps new employees be aware of how CSS Business & Culture Foundations training helped them. This is an overview of the entire curriculum. | | |
|  | After this module, you will be able to:   * Describe some of the tools, processes, communications, and documentation skills covered in this course. * Explain how you will continue to expand your skills and knowledges. | | |
|  | | | |
|  | Icons are used throughout this guide to direct you to types of information: | | |
|  | The time a lesson or exercise will take. |  | An individual exercise. |
|  | Resource lookup information. |  | An exercise for teams. |
|  | Additional note information. |  | A class exercise. |
|  | | | |

# Introduction

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# Wrap up

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|  |  |
|  | The time to complete this lesson, including exercises, is 26 minutes. |
|  |  |
|  | After this lesson, you will be able to:   * Describe some of the tools, processes, communications, and documentation skills covered in this course. |
|  |  |

## Overview

In this lesson, you have the chance to work with your team once more and to verify all the knowledge you accumulated during the onboarding, in a fun way.

And remember that even the most experienced mountaineers encounter serious roadblocks when trying to achieve excellence. But now you have all the information so you can continue your adventure as an excellent support engineer.

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|  | **If you're interested:** For more information about the article behind the quote, read the National Geographic article, [On Myanmar's Mystery Peak, Drama and a Challenge Like No Other](http://news.nationalgeographic.com/2015/01/150116-burma-climb-myanmar-hkakabo-razi/). |

## Knowledge check link

Share the link below with the students and ask them to take the knowledge check.

[Knowledge Check link](https://performancemanager8.successfactors.com/sf/learning?destUrl=https%3a%2f%2fmicrosoft%2eplateau%2ecom%2flearning%2fuser%2fdeeplink%5fredirect%2ejsp%3flinkId%3dITEM%5fDETAILS%26componentID%3dS1453003%26componentTypeID%3dONLINE-COURSE%26revisionDate%3d1516165200000%26fromSF%3dY&company=microsof01P2)

## 3.8.1 Exercise: CSS Business & Culture Foundations Jeopardy

|  |  |
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|  |  |
|  | An exercise for teams. Duration 23 minutes. |
|  |  |

1. Regroup with your team for the last time.
2. Decide who will represent your team for each one of the categories in the game: tools, process, communication, documentation. During the game, only the persons appointed will answer the questions.
3. When answering a question, keep the answer secret until the facilitator asks for the findings.
4. Whenever a question is answered correctly, the team receives points.

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## Knowledge check link

Share the link below with the students and ask them to take the knowledge check.

<https://performancemanager8.successfactors.com/sf/learning?destUrl=https%3a%2f%2fmicrosoft%2eplateau%2ecom%2flearning%2fuser%2fdeeplink%5fredirect%2ejsp%3flinkId%3dITEM%5fDETAILS%26componentID%3dS1453003%26componentTypeID%3dONLINE%2dCOURSE%26revisionDate%3d1516165200000%26fromSF%3dY&company=microsof01P2>

## Roadmap

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# What next

|  |  |
| --- | --- |
|  |  |
|  | The time to complete this lesson, is 3 minutes. |
|  |  |
|  | After this lesson, you will be able to:   * Explain how you will continue to expand your skills and knowledges. |
|  |  |

## Overview

This lesson wraps up the CSS Business & Culture Foundations curriculum.

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## Brainstorm

At the end of the onboarding, it's time to think about what you can do outside class to continue to improve a skill or develop a topic presented in the class. Once again, this is a reminder that after you leave this course, you will continue to grow knowledge and gain strength.

In the space below, list things you can do over the coming weeks or months to improve your knowledge and performance.

|  |  |
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| What can you do to improve your knowledge and performance? | |
|  | |

Congratulation! You've completed the CSS Business & Culture Foundations training.

|  |  |
| --- | --- |
|  | Big completion applause |

# Change log

|  |  |  |
| --- | --- | --- |
| Date | Changes | Changed by |
| 06/14/2018 | CBCF refresh to incorporate FY 19 changes | v-sabidi |
| 06/02/2017 | Final version created | a-irandr |
|  |  |  |
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