Virtual Learning & Development COALITION

Designing for NEW Normal: Preparedness and Evolution of the Modern Business

Harnessing the recent lessons learned to provide a safe environment both for its employees and customers that rebuilds confidence and its employees and customers alike. This focus not only helps the modern business sustain its operations in the current an immediate environment, but more critically allows the business to leverage the opportunities that lie the immediate future and capitalize on emerging needs and fulfill vital gaps in both products and service models. This will be accomplished by providing a timely and unique program that provides the immediate tools and skills needed to ensure a business can effetely continue its operations with an enhanced safety protocols plan that offers a combination of simple, yet practical learnings based on most current operating protocols. Participating companies will have ability to build their customer work safe planning strategy and training staff on new practices

This course is designed to provide timely skills needed to ensure employees can effectively continue operations in a post re opening COVID 19/Pandemic with an enhanced safety protocols plan that offers a combination of simple, yet practical learnings based on most current operating protocols.

Participating individuals will have ability to build their skills in new and critical practices that can be transferable to many other industries.

Three tracks will be offered.

1. Track I - will be offered to an ***employed supervisor***,
2. Track II - will be offered to ***employed staff***, and
3. Track II - will be offered to ***job seekers not currently employed***.

Course Descriptions - Supervisors

Operational Excellence Planning - COVID Response Training Level 1	
Course Length:	12 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$350 per person
Target Audience:	Supervisors
Course Description:	This course is designed to provide timely skills needed to ensure a business can effectively develop **planning methodologies** needed to develop enhanced safety and operations adjustments to the business operations. Upon completion of training, the trainee will be able to: • Systematically develop a company specific enhanced safety plan • Understand state and regional guidelines • Develop sound operational strategies needed for post pandemic operations • Human Resources Policy COVID-19 updates

Operational Excellence Protocols -COVID Response Training Level 2	
Course Length:	12 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$350 per person
Target Audience:	Supervisors
Course Description:	This course is designed teach methodologies needed **to implement enhanced safety** and operations practices in the post COVID operations world. Upon completion of training, the trainee will be able to: • Effectively operationalize these new protocols • Conduct effective inspections to ensure consistent practices of new operationalize protocols • Learn how to conduct inspections walks • Re-Training for safety and continuity planning

Operational Excellence Redesign -COVID Response Training Level 3	
Course Length:	12 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$350 per person
Target Audience:	Supervisors
Course Description:	This course is designed teach methodologies needed to **adapt and innovate new and emerging** service and operations models in a post COVID operations world. Upon completion of training, the trainee will be able to: • Design new operational models • Leverage emerging opportunities and capitalize on emerging needs • Learn how to fulfill vital gaps in both products and service models • Leading Dispersed Teams

Course Descriptions - Staff

Enhanced Operational Planning -COVID Response Training Level 1

Course Length:	6 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$200 per person
Target Audience:	All Other Staff, Except Supervisors and Leads
Course Description:	This course is designed to orient frontline staff in the new methodologies needed to in a post COVID operations world. Upon completion of training, the trainee will be able to: • Conduct self-screenings for COVID symptoms • Understand state and regional guidelines • Understand and practice social, distancing measures • Practice effective personal hygiene

Operational Excellence Protocols -COVID Response Training Level 2

Course Length:	6 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$200 per person
Target Audience:	All Other Staff, Except Supervisors and Leads
Course Description:	This course is designed teach frontline staff the newly developed methodologies needed to implement enhanced safety and operations practices in the post COVID operations world. Upon completion of training, the trainee will be able to: • Implement company specific enhanced safety plan • Administer operationalize protocols • Learn how to conduct inspections walks

Operational Excellence Redesign -COVID Response Training Level 3

Course Length:	6 Hours
Delivery	Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)
Cost	$200 per person
Target Audience:	All Other Staff, Except Supervisors and Leads
Course Description:	This course is designed teach frontline staff the methodologies needed to *adapt and innovate new and emerging* service and operations models in a post COVID operations world. Upon completion of training, the trainee will be able to: • Delivery quality service for the new post pandemic customer • Dealing with upset customers •Learn how to serve a s good team member of effectively work in a team NOTE: Customizable to meet specific skill needs and business

Remote Work Certification Course Descriptions – Supervisors & Staff

<table>
<tr><td colspan="2" align="center">Leading Remote Teams
Remote Leader Worker Certification Program</td></tr>
<tr><td>Course Length:</td><td>36 Hours</td></tr>
<tr><td>Delivery</td><td>Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)</td></tr>
<tr><td>Cost</td><td>$350 per person</td></tr>
<tr><td>Target Audience:</td><td>Supervisors and Leads</td></tr>
<tr><td>Course Description:</td><td>When it comes to day to day operations, teams must first consider how they will shift communication, collaboration, and meetings into their new, temporary remote situation. Unexpected remote work presents significant challenges; some of these challenges are similar to those you would experience in a typical remote work setting. However, these become exacerbated in times of uncertainty or extremely sudden shifts in work habits.

Identify the foundational skills of remote work.
Choose strategies to succeed in unexpected remote work.
Evaluate a unexpected remote work scenario.
Competencies needed to successfully thrive a s remote worker leader
The remote workday today!
Developing expectations & agreements
Shifting from Co-located to Remote
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<table>
<tr><td colspan="2" align="center">Remote Worker certification Program - Working in a Distributed Environment</td></tr>
<tr><td>Course Length:</td><td>36 Hours</td></tr>
<tr><td>Delivery</td><td>Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)</td></tr>
<tr><td>Cost</td><td>$350 per person</td></tr>
<tr><td>Target Audience:</td><td>All Other Staff, Except Supervisors and Leads</td></tr>
<tr><td>Course Description:</td><td>In this course, you'll learn to recognize the differences between unexpected remote work and sustainable remote work to address the biggest challenges of unexpected remote work and to successfully apply recommended strategies for working and managing remotely on short notice. Unexpected remote work presents significant challenges; some of these challenges are similar to those you would experience in a typical remote work setting.

Recognize the differences between sudden, unexpected remote work and sustainable remote work
Identify the foundational skills of remote work.
Describe the biggest challenges in unexpected remote work.
Choose strategies to succeed in unexpected remote work.
Competencies needed to successfully thrive a s remote worker
The remote workday today!
Developing expectations & agreements
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Completion Certification

Individuals will receive a certificate of completion after successfully completing the

requirements of the course (assessment, completed class assignments, knowledge checks) demonstrating individual has attained competency required to meet COVID-19 compliance.

Cost

Operational Excellence Planning

Target Audience:	**Supervisors**	**Staff/Employees**	**Job Seeker**
Employed	Yes	Yes	No
Course Length/module:	12 Hours	6 Hours	6 Hours
Minimum # of Participants	5	5	5
Maximum of Participants	None	None	None
Number of Modules	3	3	3
Cost/Module	$350 per person	$200 per person	$200 per person
Total Cost	$1,050	$600	$600
Optional: Online Credential Access *If seeking certification* (used for all modules)	$50 person	$50 person	$50 person

Delivery Options: Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)

Remote Work Certification Course Descriptions – Supervisors & Staff

Target Audience:	**Supervisors**	**Staff/Employees**	**Job Seeker**
Employed	Yes	Yes	No
Course Length/module:	36 Hours	36 Hours	36 Hours
Minimum # of Participants	5	5	5
Maximum of Participants	None	None	None
Total Cost	$1,4000	$1,4000	$1,4000
Optional: Online Credential Access *If seeking certification* (used for all modules)	$50 person	$50 person	$50 person

Delivery Options: Live Webinar (zoom); online (eLearning); Blended (Combination live zoom + online)