Workday Training Strategy

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    1. Assess & Plan
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Training Strategy Highlights

- Offerings to include:
  - Multiple modalities & formats
  - In-person practice labs
  - Just-in-time materials

- **Workday for Managers** plan to highlight support needed for faculty/staff to engage in training

- Training planning and activities are progressive

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Training Methodology / Activities

1 — FEB-MAY

Assess & Plan
- Change & Training Impact Assessment
- Curriculum Planning
- Learning Design Roadmap

2 — JUN-SEP

Develop & Prepare
- Materials Development
- Training Preparation

3 — OCT-JAN+

Deliver & Sustain
- Training Delivery
- Training Support & Maintenance
- Rolling Adoption Training

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Training Activities – Assess & Plan

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Change & Training Impact Assessment
- Confirm audiences/learners (includes end-users & functional teams)

Curriculum Planning
- Categorization of training needs based on functional area, learning, audience, and other factors

Learning Design Roadmap
- Confirm training materials & delivery formats, resources required, and content repository, develop detailed **training plan**

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Workday Training Team

- **Training Leads**:
  - Overall: Belinda Boardman, Kathleen Bertolini (Accenture)
  - FIN: Stacey Lefevre, Erica Herwig, Audra Courtade
  - HR: Natalie Trent, Joe VanArendonk
  - IT: Nick Nelson

- **Talent Management & Workday Learning:** Lindsey DesArmo

- **E-Learning:** Training Specialist (25%) – Mai MohamedNour (interim)

- **Project Management**: Josh Marko, Dave Bengry

Curriculum Planning

- Confirm training topics and courses
- Prioritize topics that have a high training impact
- Determine what does a curriculum look like for these end user groups:
  - All faculty/staff
  - C5s / PSS
  - Managers
  - Cost center managers
  - Hourly workers

Learning Design Roadmap – Training Formats

Type of Training Formats	High-level Description
Change Guides	Documents current and future state of high impact changes. Pre-requisite resource for training.
Info Sheets	Printed and/or online supported documentation that is topic-driven or for a particular task. These are often used in conjunction with ILT, webinar and/or online (self-paced) trainings.
Job Aids (Step-by-step guides)	Printed or online step-by-step (procedural) support that focus on specific tasks, rather than broad topics. These are used in conjunction with ILT, webinar and/or online training.
Video Demos / Tutorials	Videos that simulate a series of steps within Workday for informal, on-demand education purposes. Tutorial videos will also be developed and incorporated as curriculum-based material.
Instructor-led Training (ILT)	Instructor-led training will be delivered via Zoom or in a classroom setting. Hybrid learning includes both face-to-face and virtual registrants. All sessions will be facilitated by a GVSU trainer and materials will be accessible online to increase user engagement via simulation-based training with the assistance of a training environment, interactive course materials and video demonstrations. Training location options will include a multimedia classroom/lab, along with the assistance of Zoom and/or Microsoft Teams for virtual registrants.
Self-paced Online Learning (web course)	Learners review training coursework and web course modules at their own pace on their computer (asynchronous learning) by registering for the web course.
Virtual Office Hours	A virtual setting with office hours with a designated subject matter expert. Office hour sessions are open-ended and may accommodate various business processes but will be scheduled based on workstream needs. Some sessions may be targeted and advertised to targeted user groups. Users will be able to get on-demand (step-by-step) coaching on specified business processes.
Learning Labs	Learners meet in a working session, led by designated subject matter experts, to practice real-time system scenarios. These labs are generally topic specific to accommodate targeted user groups and business processes. Labs are generally one-on-one and accommodate on-demand learning. A room or virtual setting with office hours will be published so that each user can bring a specific transaction and get help with entering that transaction.

Workday's Adoption Kit and Accenture's library of job aid templates to be used as a starting point.

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