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| **PROJECT NAME** | ***Long Term Care / New Group Training (2-3 Months)*** | | |
| **ID LOCATION** | CHICAGO, IL | | |
| **EST. START DATE** | August 2021 | **EST. FINISH DATE** | Oct 1st, 2021 |
| **PROJECT ID/LEARNING PARTNER** | Emily Correa | **LEARNER LOCATIONS** | Hybrid Training/ 4 Days Virtual, with Thur as Self-Directed/ Friday in Office for Presentations |
| **CONTACT** | Elena Ramirez | **TOOLS FOR IMPLEMENTATION** | Captivate or Storyline/Web Ex/Teams |
| **PROJECT SMEs** | Julie Donnelly |
| **PRIOR TRAINING?** | No, the group has not done this training prior |

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| **LEARNING NEEDS & OBJECTIVES** | By the end of the training, the agent will have full knowledge of Long Term Care 101, a passing score of 90% on the final assessment (E-Learning), built supportive relationships with their peers, and have a polished presentation to share with their potential clients. | |
| **DESIRED OUTCOME & BENEFITS** | 90% of our agents onboarded and have passed the final assessment with a 90% score. Lower scores will have a 3 day-1 week break, unpaid to prepare and retest. | |
| **COURSE TOPICS AND SUBTOPICS** | 3 Part E-Learning will focus on **Long Term Care 101** - **Client Engagement** - **Effective Leadership**  Subtopics: *Customer Service Excellence - Emotional Intelligence (Personality) - Effective Listening & Communication - Negotiation - Public Speaking & Presence - Conflict Resolution* | |
| **LEARNING MODALITIES** | **3-Part E-Learning Course + ILT Virtual Group Training M-W, (Thursday is Self-Study, Office Hours or Peer-to-Peer) with Friday In-Person Peer-to-Peer Training & Presentations** | |
| **MILESTONES** | Month 1 Presentation on **Long Term Care**/ Month 2 Presentation on **Client Engagement Excellence**/ Month 3 Presentation on **Effective Leadership** | |
| **COURSE DURATION** | 3 Months, 9-5pm classes M-W, Friday is in-office presentations, with proper breaks. Thur is Self-Directed | |
| **OTHER NOTES/UPDATES** | **N/A** |  |