

When Day 1 Doesn't Go As Designed

What about Day 1 Associates who have not
completed prerequisite training?

Why Put This Together?

I have observed two (2) Day 1 Associates who have spent ≥ 8 hours (6p-2a) sitting by themselves on a tablet. They're sitting with earphones, watching a screen, and not taking part in a cohort as Day 1 training seems partially designed to be.

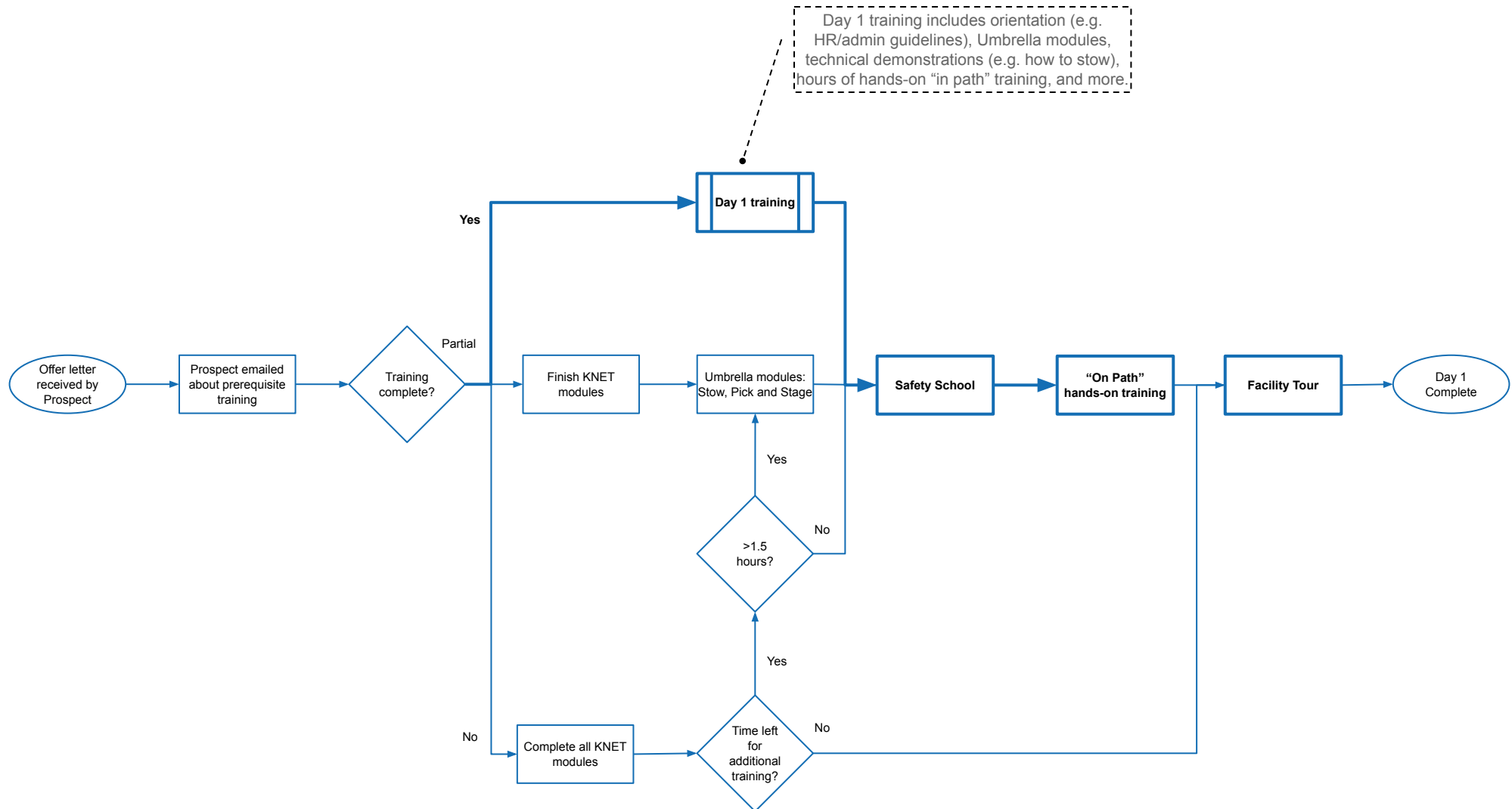
Ultimately, there appears to me to be a gap in hand-off between the Learning Center and the Operations departments (HR, too?). Neither is culpable - that's not the point. There seems to be opportunity to coordinate to

1. Achieve a better experience for the Day 1 Associate on Day 1 and after.
2. Allow for a more consistent, streamlined training delivery.
 - a. Another/Additional Learning Ambassador or Learning Center staffer must sit with, independently train delayed Day 1 Associate(s) while other Day 1s progress.
3. Improve Operations' ability to trust Day 2 Associates have training.
 - a. Forgo Operations determination as to whether they're providing substitute, formal training.
4. Formalize contingency if for whatever reason a Prospect cannot legitimately conduct or finish prerequisite training.

Day 1 Training When Prerequisites Incomplete

Critical path in **BOLD**.

Critical path - shortest path to finish process.

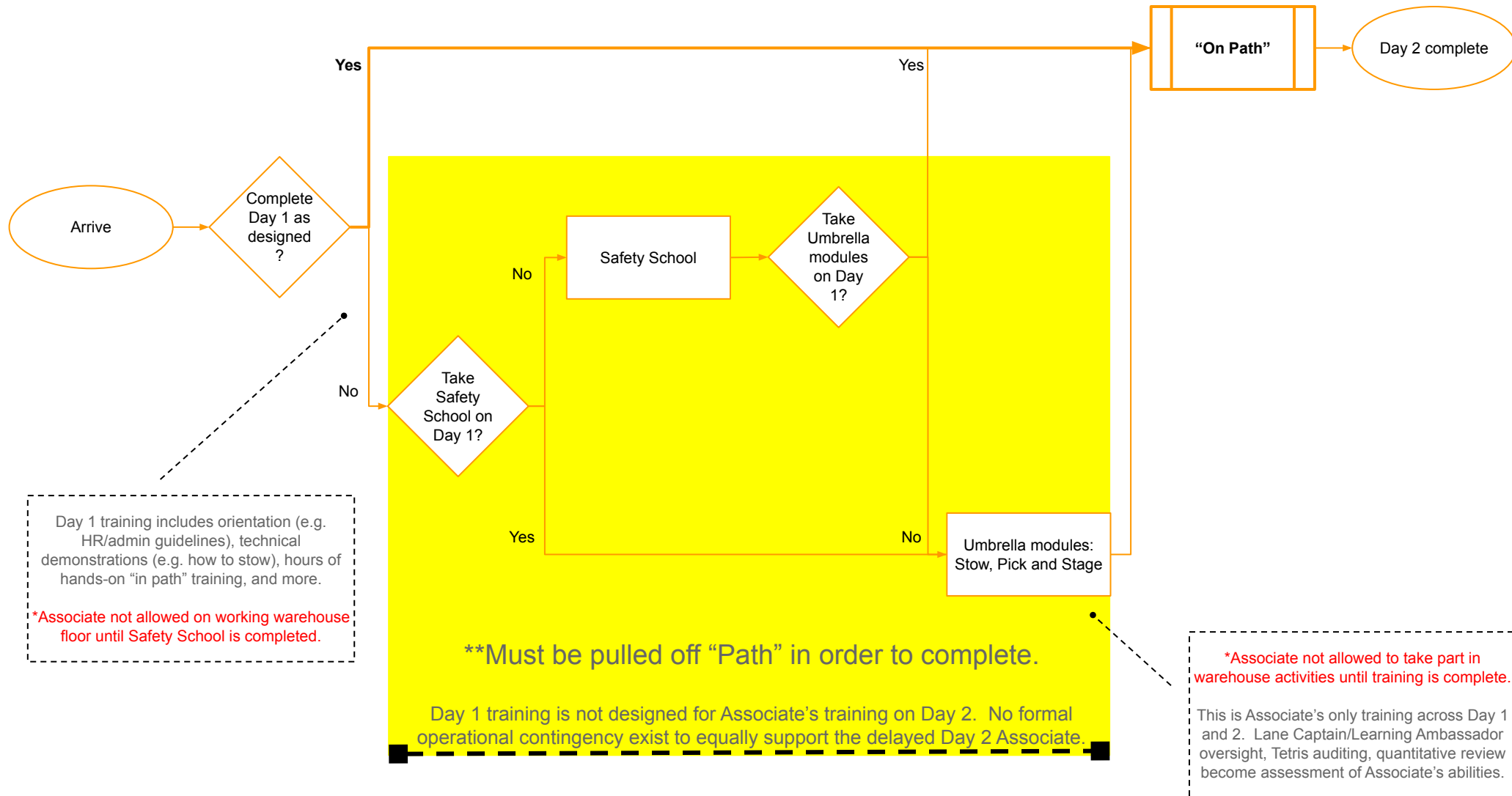


Day 2 for New-Hires Who Completed Day 1 As Designed vs. Those Who Did Not**

**Did not complete any/all prerequisite training before Day 1

Critical path in **BOLD**.

Critical path - shortest path to finish process.



For Consideration

1. Look for ways to engage Prospect before Day 1.
 - a. Is it confirmed that they aware of prerequisite training?
 - b. Can they conduct prerequisite training?
 - c. Support troubleshooting technological challenges.
 - d. Monitor the Prospect's training completion.
 - e. Contact the Prospect via email and/or phone and/or text.
 - f. Offer to meet Prospect on site before Day 1 to afford chance to finish prerequisites.
2. Potential consequences for negligence.
 - a. 0.0 - 0.5 pay for Day 1 without legitimate, documented reason for not completing.
 - b. Not allowed to start work.
 - c. Cannot work Day 2 (must repeat Day 1 whenever it is scheduled for other Prospects, even if off that Associate's assigned schedule).
3. Provide direct support on Day 2.
 - a. Stowing
 - i. Formalize Learning Ambassador training for Day 2 Associate.
 - ii. 1-2 hours of hands-on oversight to match what was missed in Day 1.
 - b. Pick and Stage
 - i. Formalize Learning Ambassador for Day 2 Associate
 - ii. Shadow first 1-3 Pick and Stage routes to match what was missed in Day 1.