Course Outline

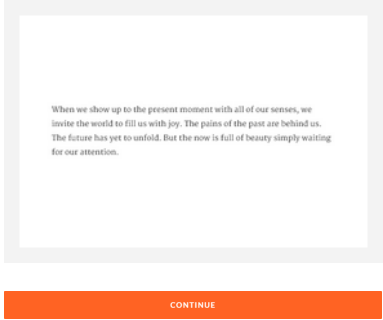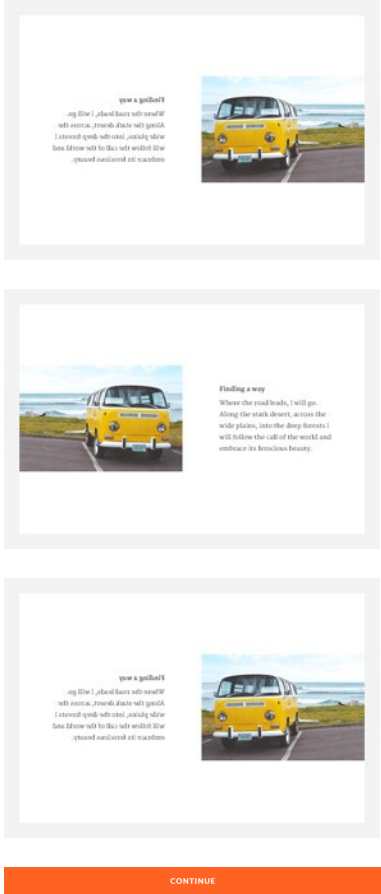| Topics / Sub-topics	Segment / Block
Course Introduction	00001
Lesson 1: Supporting the Training Experience	11010
The Criticality of the First Few Weeks	11020
Support Strategies for New Hires	12010
Let's Review (unscored quiz)	18010
Lesson 2: Maximizing the Training Resources	20010
People Ready Resource Center	21010
Role-based New Hire Resources	22010
PeopleReady Important Sites & Systems	23010
TrueBlue University	25010
Support Team	26010
Let's Review	28010
Lesson 3: Measuring Success	30010
New Hire Training Success Indicators	31010
Reviewing New Hire Survey Results	32010
Let's Review	38010
Summary	80010
Assessment	90000
Conclusion	99000

Content Map

Performance Objective: Apply the tools, resources, and strategies available to create a positive learning environment and facilitate successful new hire training in your branch.
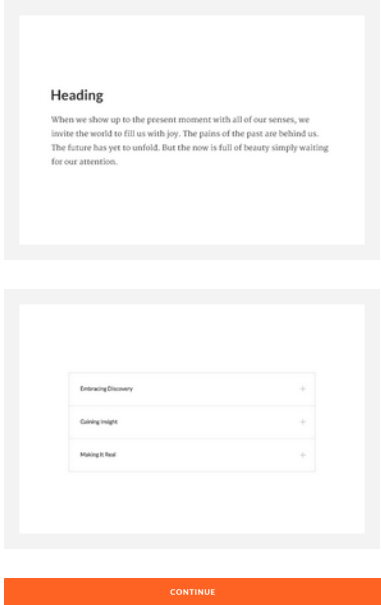
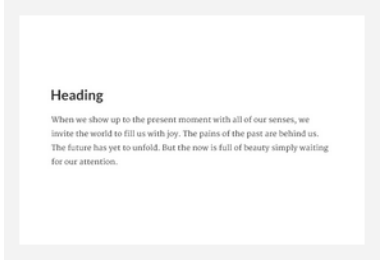| Topics / Sub-topic	Terminal Objectives	Enabling Objectives	KC Item
Lesson 1: Supporting the Training Experience The Criticality of the First Few Weeks Support Strategies for New Hires	Describe branch management strategies for preparing for and supporting a new hire's training experience.	Identify factors that help new hires feel supported.	18010
		Identify downstream impacts of losing new hires.	18020
		Identify the steps necessary to prepare for and implement the new hire training plan.	18030
		Identify strategies for supporting new hires as they complete their training.	18050
Lesson 2: Maximizing the Training Resources People Ready Resource Center Role-based New Hire Resources PeopleReady Important Sites & Systems TrueBlue University Support Team	Explain best practices for using available resources to execute and manage new hire training.	Identify the function of the People Ready Resource Center (PRRC) in new hire training.	28010
		Identify the function of the Training Milestones document in new hire training.	28020
		Locate the PeopleReady Important Sites and Systems document in the PRRC.	28030
		Identify the function of TrueBlue University (TBU) in new hire training.	28050
		Locate directions for running new hire training completion reports in TBU.	28060
		Identify the role of Field Operations Training Managers (FOTM) in supporting new hire training.	28070
Lesson 3: Measuring Success New Hire Training Success Indicators Reviewing New Hire Survey Results	Describe how to gauge new hire training success using available indicators and data.	Identify indicators of successful new hire training.	38010
		Identify the process for reviewing new hire survey results.	38020

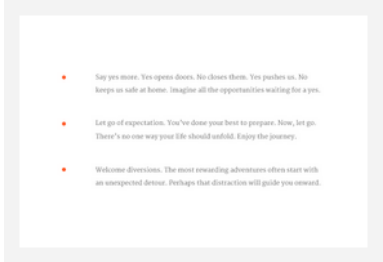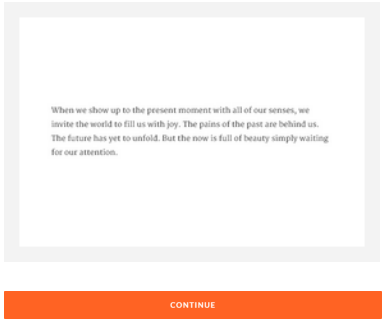| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
00001 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention.	**[Landing page]** Congratulations! You've just hired a terrific new employee. We all want new hires to succeed — to avoid employee replacement costs, to see the new team member prepared and excited for the job, and to save you time rehiring and retraining staff. As the Branch Manager, you play an invaluable role in helping new hires settle into the rhythm of your branch and focus on the most important thing: *get the order, fill the order*. When you own all aspects of the new hire training experience, you empower new team members to succeed in their role, demonstrate that you value them, and increase the likelihood they'll stay. In this brief course, you'll learn how to apply the tools, resources, and strategies available to create a positive learning environment and facilitate successful new hire training in your branch. Select **Start Course** above to begin.	Stock photo: Image implying manager supporting new hire in the branch

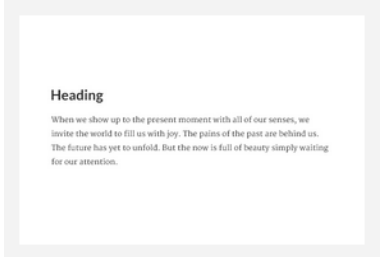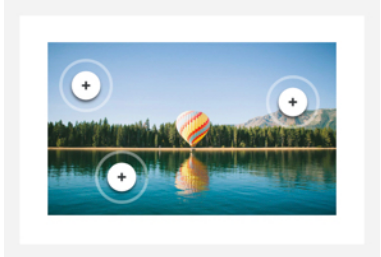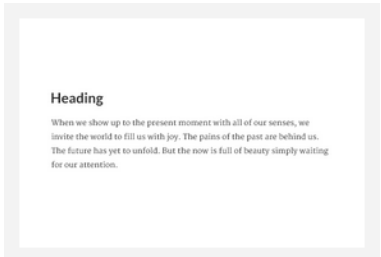| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
			LESSON 1: SUPPORTING THE TRAINING EXPERIENCE		
11010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☒ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		What do you need to feel supported when you start a new job? Select as many cards as you like. [Flashcards: front = text; back = unique photo] My manager is available to me I know where my resources are I have a clear training schedule A quiet place to take my training Opportunities to ask questions Side-by-side training Private study time I can track my progress Not expected to know everything right away I'm acknowledged for my progress I feel encouraged	Stock photos representative of branch staff at work – will try to find images that correlate with the ideas on the fronts of the card

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11015	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE	Take a look at the support cards you just selected – your new hires seek the same support. In fact, new hire feedback indicates that ALL of these are important. But a few items really jump out, including: • A well thought out training plan • Scheduled time to complete training away from the front desk, free of frequent interruptions. (Including both self-paced training in TBU and live classroom training in the VLC) • Hands-on training, where you can observe AND practice with a ~~knowledgeable performer~~ ~~("mentor")~~ mentor • Support for learning the job prior to assuming responsibility for task performance You can imagine the importance of empathizing with the needs of your new hires, especially in the first few weeks.	

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11020 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**New hires need the most support during onboarding** First impressions matter. When new hires feel supported during onboarding, they're less likely to leave PeopleReady for another opportunity. The first few weeks for a new hire are critical. **A lack of support has downstream business impacts** Losing new hires: Lowers our net operating income Limits our ability to sell Hurts our customer and associate relationships When we lose new employees because of a negative training experience, it reflects poorly on our organization and the Branch Manager. **The Branch Manager's role: Ensuring a positive training experience** While many people in various roles throughout PeopleReady contribute directly or indirectly to each new hire's training, you as the Branch Manager are responsible for ensuring a positive new hire training experience.	Stock photo: Calendar Stock photo: Abstract image implying lost revenue Stock photo: Manager working with new hire – all smiles

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12010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☒ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	Heading When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. Embracing Discovery + Gaining Insight + Making It Real + CONTINUE	**Planning** Every great training experience starts with a great training plan — one that clearly indicates where participants are in the process and where they're headed next. The new hire training plan has been created for you. Select each tab below to learn how to prepare for and implement the new hire training plan. [+] **1. Contact your FOTM** First, touch base with your Field Operations Training Manager (FOTM). They're your first, best resource to ensure your new hire has the support and resources they need from Day 1. [+] **2. Select a mentor** Next, select and set expectations with a peer training mentor. The peer training mentor is someone in your branch, or another local branch, who works side by side with your new hire. Peer training mentors orient new hires to their role and help them learn how to do their job. [+] **3. Secure system access** Secure system access, logins, and the necessary equipment for the new hire prior to Day 1. [+] **4. Introduce the appropriate role-based training resource** Each new hire has unique job-specific skills to learn. Introduce your new hire to the role-based training resources appropriate to their role. Here are the available role-based training resources: • Ready2Go new hire program (Staffing Specialists; Assistant Branch Manager) • Manager Training Milestones (Branch Mangers) Your new hire will use these training resources to learn, practice, and demonstrate the skills for their job.	Stock photos: 1 image per [+] correlating to the topics described

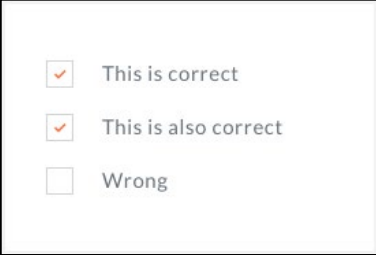| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
12020 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☒ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	**Heading** When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. Embracing Discovery + Gaining Insight + Making It Real + **CONTINUE**	**Supporting** While manager support comes in many forms — from an encouraging smile to demonstrating best practices — here are several strategies for supporting new hires in your branch. Select each to learn more. [+] **Provide an overview** Provide your new hires with an overview of the training plan so they understand what to expect in their first few weeks. [+] **Ensure adequate training time in a quiet place** Ensure new hires are given adequate time to complete their self-paced and online training. Also provide a quiet learning space to complete training assignments. [+] **Provide practice opportunities** Arrange opportunities for new hires to practice with you and with their peer training mentor. [+] **Provide guidance** Be available to your new hires on a daily basis to answer questions and provide guidance.	Stock photos: 1 image per [+] correlating to the topics described

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
12030 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☒ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Ideas for providing a quiet learning environment** • Use a branch office or a conference room (relocate and/or secure confidential documents as appropriate) • Arrange to have new hires complete training at a nearby branch location that has available training space • Briefly close the branch for specific training times Ensuring an environment conducive to learning for new hires to complete training assignments is a requirement. If space is limited, think outside the box and get creative.	Stock photos: image of quiet learning space with new hire completing OLT
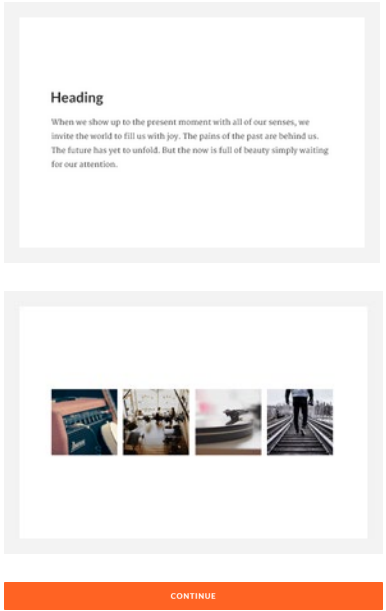
Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
12040 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☒ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Verifying progress** As part of a supportive learning environment, regularly verify your new hires' knowledge and skill development, and offer encouragement along the way. Select each "plus" icon on the images below to explore strategies for verifying new hire training progress. ⊕ Check on their progress daily ⊕ Ask them questions about their training experience ⊕ Sit with them and complete a job specific task together ⊕ Be present and available for questions Check in with your hires regularly so you can course correct, fill any gaps in training, and share your experiences using best practices. When you're available and invested in your new hire, they'll feel supported and see future growth with PeopleReady.	Stock photos: collage of images representing actions described
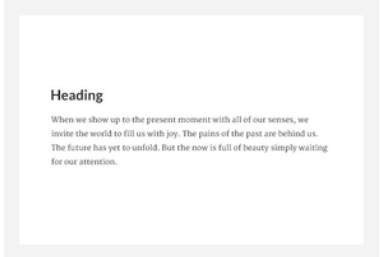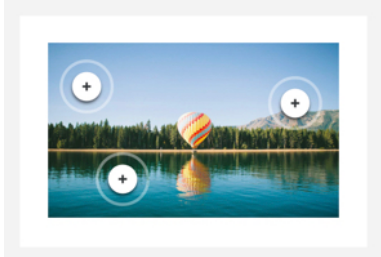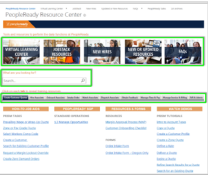
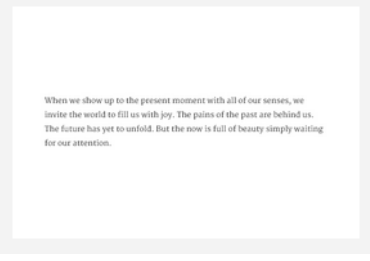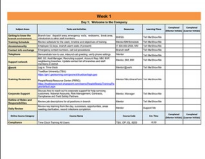| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
18010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	☑ This is correct ☑ This is also correct ☐ Wrong	**Let's Review** New hires who feel supported during onboarding are less likely to leave PeopleReady for another opportunity. Which are factors that help new hires feel supported during the first few weeks on the job? (Select <u>all</u> answers that apply, and then click **Submit**.) ☒ A clear training schedule ☒ Opportunities to ask questions ☒ Feeling encouraged by managers and peers ☐ Extended work hours when the branch is busy ☒ A quiet place in which to complete self-paced and online training [Feedback] Among other factors, having a clear training schedule, opportunities to ask questions, a quiet place to learn, and encouragement help new hires feel supported.	
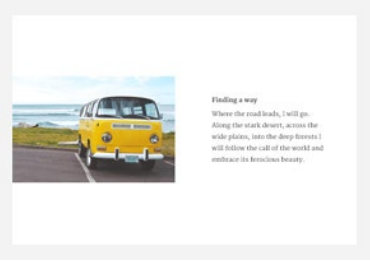
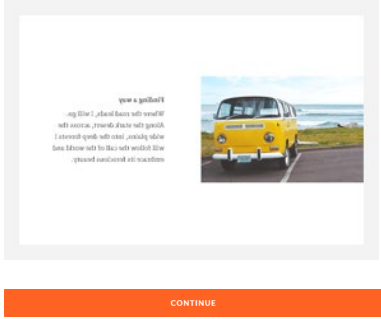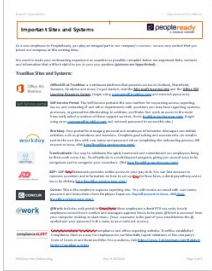| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
18020 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	✔ This is correct ✔ This is also correct ☐ Wrong	Which are examples of negative impacts to the company when we lose new hires? (Select <u>all</u> answers that apply, and then click **Submit**.) ☐ Reduced office space ☒ Limited ability to sell ☒ Lower net operating income ☒ Weakened customer and associate relationships [Feedback] Among other negative downstream impacts, losing new employees can end up lowering our net operating income, limiting our ability to sell, and hurting our customer and associate relationships.	

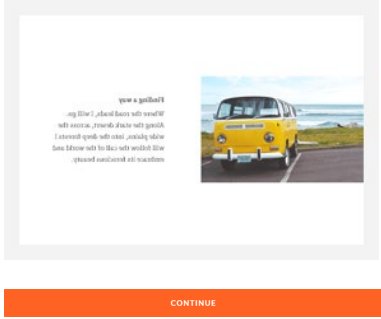| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
18030 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	☑ This is correct ☑ This is also correct ☐ Wrong	Which steps are included in preparing for and implementing the new hire training plan? (Select <u>all</u> answers that apply, and then click **Submit**.) ☒ Secure system access for the new hire ☐ Order business cards for the new hire ☒ Select and set expectations with a peer training mentor ☒ Contact your Field Operations Training Manager (FOTM) ☒ Introduce the appropriate role-based training resource [Feedback] To prepare for and implement the training plan for new hires, contact your FOTM, select a peer training mentor, secure system access for the new hire, and introduce the appropriate role-based training resource.	

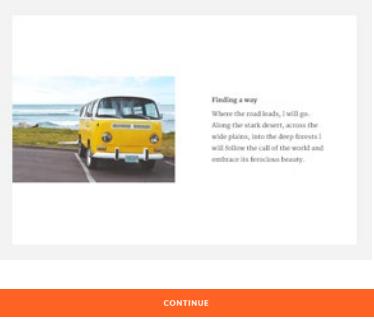| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
18050 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	☑ This is correct ☑ This is also correct ☐ Wrong	Which strategies will help support new hires in your branch? (Select <u>all</u> answers that apply, and then click **Submit**.) ☒ Provide practice opportunities ☒ Provide an overview of the training plan ☒ Ensure adequate training time in a quiet place ☒ Regularly verify knowledge and skill development ☐ Encourage new hires to figure things out on their own ☒ Be available to answer questions and provide guidance [Feedback] To support your new hires: Provide an overview of the training plan, ensure adequate training time in a quiet place, provide practice opportunities, be available to answer questions and provide guidance, and regularly verify knowledge and skill development.	

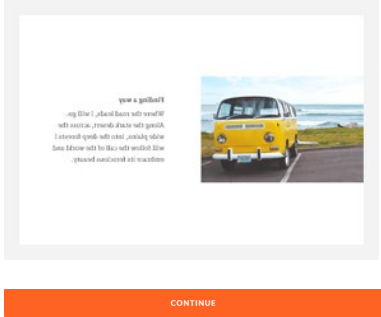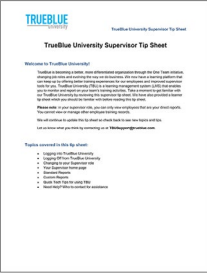| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
				LESSON 2: MAXIMIZING THE TRAINING RESOURCES	
20010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☒ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	Heading When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE	The key training resources available to you and your new hires are: • PeopleReady Ready Resource Center • Role-based New Hire Resources PeopleReady Important Sites and Systems • TrueBlue University • Your Support Team	2x3-part horizontal collage with a thumbnail of each resource labeled accordingly with embedded text

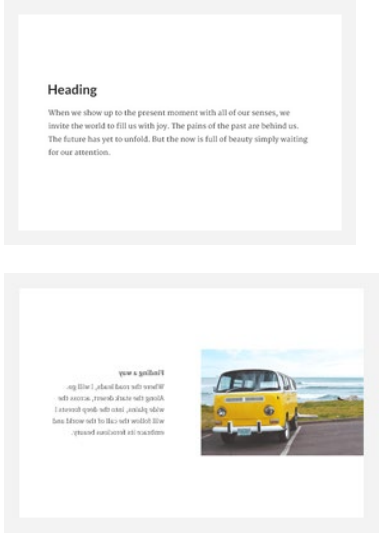| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
21010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☒ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	**Heading** When we show up in the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE **Subheading** When we show up in the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE	**The PeopleReady Ready Resource Center** Direct your new hires to visit the PeopleReady Resource Center (PRRC), the main hub for training tools and resources, such as job aids and demo videos. Select each "plus" icon on the screen capture below to learn more about the PRRC. ⊕ **Links** Use the links across the top or click the images here to access the Virtual Learning Center, JobStack resources, and frequently asked questions (FAQs). ⊕ **Search** Looking for something in particular? Enter it here and the PRRC displays a list of matching items sorted by relevance. ⊕ **Tabs** When selected, each tab displays direct links to task-specific job aids, videos, and other resources. **Try it out** If you haven't used the PRRC before, take a few moments to explore the links, tabs, and search feature. Download a job aid, and check out a demo video. You'll find that some resources open in your browser, while others prompt you to download them locally.	PRRC screen capture with highlights

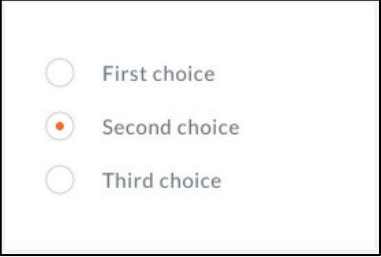| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
22010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Role-based new hire resources** Selecting New Hires in the PRRC opens a page dedicated to training and onboarding resources for new team members. Here's where you'll find role-based training milestone documents. The Training Milestone document is a week by week roadmap to complete training activities. It contains a schedule of training by day and week and lists all the classes and processes new hires need to complete to be proficient in their job. Direct your new hires to the appropriate role-based training milestone/roadmap guide: • Ready2Go new hire program Roadmap for Staffing Specialists and Assistant Branch Manager roles • Manager Training Milestones for Branch Mangers	Collage of screen showing progression from PRRC to New Hires page to Training Milestones doc. Thumbnail of the document

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
23010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**PeopleReady important sites & systems** Also direct new hires to download the PeopleReady Important Sites and Systems document from the PRRC's New Hires page. Select the option applicable to your branch: US version or Canada version. The Important Sites & Systems document includes hyperlinks to a variety of sites across PeopleReady. Until your new hires have these sites saved as browser Favorites, it's a one-stop shop to find the information they need.	Collage of screen showing progression from PRRC to New Hires page to Important Sites & Systems doc. Thumbnail of the document
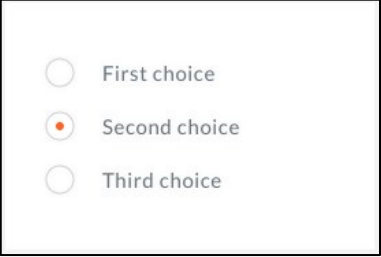
Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
24040 [Outline](#) [Map](#)	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Addressing gaps in training resources** While training resources are regularly added and updated on the PRRC and other sites, not every process is covered. When you find gaps in the training resources, make every effort to fill those gaps with hands-on training and support.	Stock photo: Manager or mentor working with new hire; hands-on training
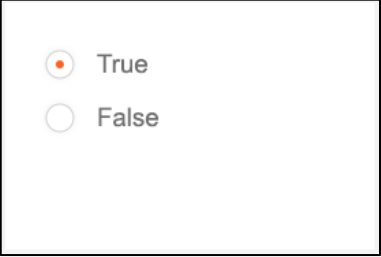
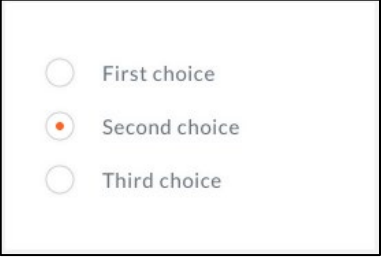| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
25010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**TrueBlue University (TBU)** Direct new hires to TrueBlue University to complete assigned online training (OLT) courses. New hires access TBU with their TrueBlue login credentials. For contractor access, contact TBUsupport@trueblue.com. In TBU, new hires select the **My Learning** tab and complete the courses listed under "Required Learning."	TBU Supervisor > My Home screen

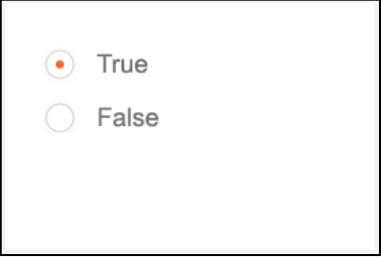| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
25020　Outline　Map	**Text**　☐ Paragraph　☐ Two column　☐ Statement　☐ Quote　☐ List　**Image**　☐ Centered　☐ Full　☒ With text　**Multi-media**　☐ Audio　☐ Video　☐ Embed　☐ Attachment	**Interactive**　☐ Accordion　☐ Tabs　☐ Labeled graphic　☐ Process　☐ Sorting　☐ Timeline　☐ Flashcard　☐ Button/stack　☐ SL 360　**Divider**　☒ Continue btn　☐ Divider　☐ Numbered　☐ Spacer　☐ Quiz Question	CONTINUE	**New hire training completion reports**　As a manager, TBU gives you the ability to run course completion reports to gauge new hires' progress.　The TrueBlue University Supervisor Tip Sheet includes instructions for running standard and custom reports. The tip sheet is accessible using the link under "Learning Tips" on the right side of the TBU home page.	TBU Supervisor > Reporting screen　Thumbnail of TBU tip sheet

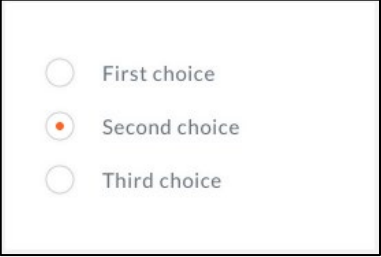| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
26010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	Heading When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE	**Support Team** Each new hire's support team includes a peer training mentor, business process managers, a Field Operations Training Manager (FOTM), and other support resources. Your FOTM will: • Support the implementation of each new hire's training plan by reviewing training resources, helping identify a peer training mentor, and helping establish a quiet learning environment for new hires • Discuss how to prepare for each new hire's first day, including preparing the work space and securing system access • Engage your new hires in the first few weeks and again after 30 days to provide an additional level of support and answer questions	

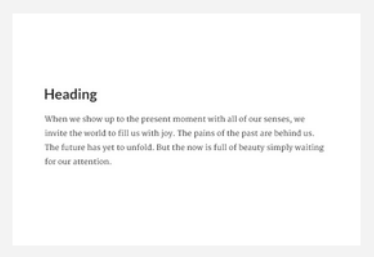| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	◯ First choice 🔘 Second choice ◯ Third choice	**Let's Review** Which is the main hub for PeopleReady training tools and resources? (Select the best answer, and then click **Submit**.) ☐ Workday ☐ TrueBlue University (TBU) ☒ PeopleReady Resource Center (PRRC) [Feedback] The PRRC includes job aids, demo videos, and other resources organized by operational area, as well as links to the Virtual Learning Center (VLC), JobStack resources, and frequently asked questions (FAQs).	

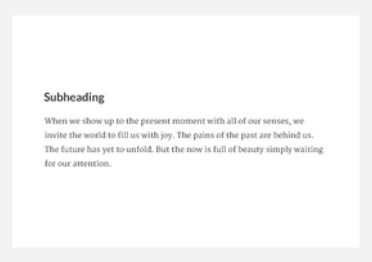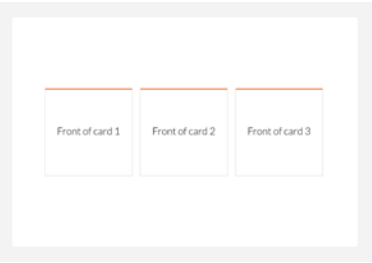| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28020 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	○ First choice ⦿ Second choice ○ Third choice	Which document contains a schedule of training by day and week and lists all the classes and processes new hires need to complete to be proficient in their job? (Select the best answer, and then click **Submit**.) ☒ Training Milestones ☐ New Hire Onboarding Procedures ☐ TrueBlue University Supervisor Tip Sheet ☐ PeopleReady Important Sites and Systems [Feedback] The Training Milestones document includes a schedule of new hire training activities. Once completed, send copies of the Training Milestones document to HR, your upline manager, and your Field Operations Training Manager (FOTM).	

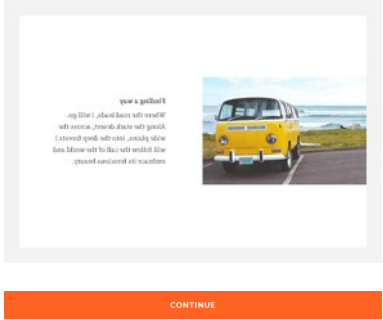| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28030 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	⦿ True ◯ False	True or false? To download the "PeopleReady Important Sites and Systems" document, select the link on the PRRC's New Hires page. (Select the best answer, and then click **Submit**.) ☒ True ☐ False [Feedback] Important Sites & Systems document includes hyperlinks to a variety of sites across PeopleReady.	

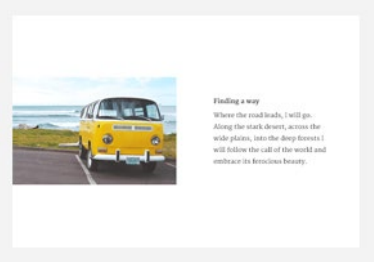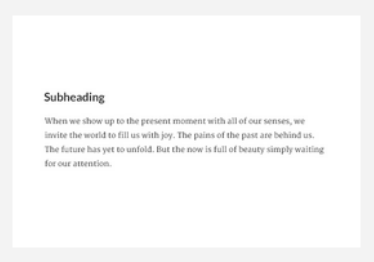| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28050 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	○ First choice ● Second choice ○ Third choice	Which site should new hires access to complete assigned online training (OLT) courses? (Select the best answer, and then click **Submit**.) ☐ Workday ☒ TrueBlue University (TBU) ☐ PeopleReady Resource Center (PRRC) [Feedback] OLT courses are completed in TBU. New hires select the My Learning tab in TBU and complete the training courses under "Required Learning."	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28060 Outline Map	**Text** □ Paragraph □ Two column □ Statement □ Quote □ List **Image** □ Centered □ Full □ With text **Multi-media** □ Audio □ Video □ Embed □ Attachment	**Interactive** □ Accordion □ Tabs □ Labeled graphic □ Process □ Sorting □ Timeline □ Flashcard □ Button/stack □ SL 360 **Divider** □ Continue btn □ Divider □ Numbered □ Spacer ☒ Quiz Question	⦿ True ○ False	True or false? Directions for running TrueBlue University (TBU) course completion reports can be found on the PRRC. (Select the best answer, and then click **Submit**.) □ True ☒ False [Feedback] The TrueBlue University Supervisor Tip Sheet includes instructions for running completion reports in TBU. The tip sheet is accessible using the link under "Learning Tips" on the right side of the TBU home page.	

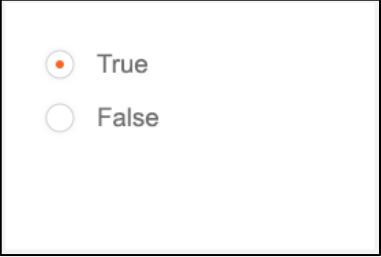| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
28070 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	◯ First choice ⦿ Second choice ◯ Third choice	Which support team member assists the branch manager in new hire training implementation, helps identify a new hire's peer training mentor, and engages the new hire in the first few weeks to provide additional support? (Select the best answer, and then click **Submit**.) ☐ Peer training mentor ☐ Business process managers ☐ TrueBlue University (TBU) administrator ☒ Field Operations Training Managers (FOTM) [Feedback] The FOTM provides this support and will also discuss with the branch manager how to prepare for each new hire's first day, including securing system access.	

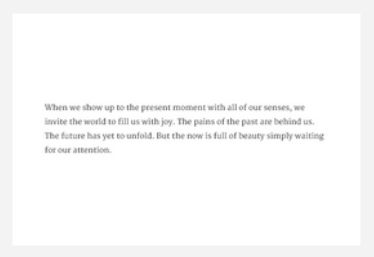| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
			LESSON 3: MEASURING SUCCESS		
30010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	**Heading** When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention.	**Measuring Success** Through your leadership and expertise, and the efforts of the Support Team, your new hires will have every opportunity to succeed in developing the skills needed to do their job. Along the way, what indicators provide insight into the effectiveness of the training and the quality of the new hire's experience?	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
31010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☒ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	**Subheading** When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. Front of card 1 / Front of card 2 / Front of card 3 CONTINUE When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention. CONTINUE	**New Hire Training success indicators** Which indicators will inform you of your success creating a new hire training experience? Select as many cards as you like. [Front] Timely course completion in TrueBlue University (TBU) [Back] Yes! Monitor course status via completion reports in TBU. [Front] Timely completion of training milestones [Back] Yes! Check new hire progress regularly. [Front] Positive New Hire Survey results [Back] Yes! Completed the first 30 & 60 days on the job. [Front] High quality job performance [Back] Yes! Consistent application of skills learned via training & mentoring. All of these are indicators of a successful new hire training program, which leads to a greater feeling of support among new hires, higher quality job performance, and reduced employee turnover. Be intentional about looking for improvement in these areas to measure your success.	

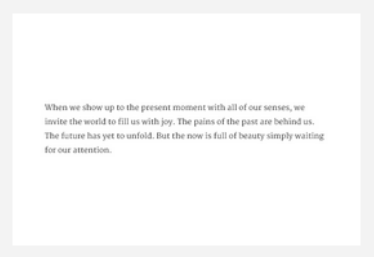| Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
31020 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**What the turnover rate suggests** The turnover rate is another important measurement of success. If you find yourself turning over new hires within the first 3-6 months, it might suggest they need additional support. Talk with your new hires when they first get started, and then on a regular basis, to ensure they feel encouraged and supported.	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
32010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☒ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☒ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Reviewing survey results** New hires complete surveys during their first 30 and 60 days on the job. The New Hire Survey includes questions to evaluate the employee's training experience and to determine: • Do they feel supported? • Do they have the resources they need to learn their job? • Are they provided a quiet space to do their training? Your HR business partner and up-line manager will provide you with survey results, review the outcomes with you, and provide coaching and insights as needed. **Let new hires know the surveys are coming** Encourage your new hires to give honest survey feedback. Also, let them know to expect the surveys at 30 and 60 days, that they will be coming from GLINT, and that they may look like spam.	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
38010 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	✔ This is correct ✔ This is also correct ☐ Wrong	**Let's Review** Indicators of successful new hire training include _____. (Select <u>all</u> answers that apply, and then click **Submit**.) ☐ High turnover rate ☒ High quality job performance ☒ Positive New Hire Survey results ☒ Timely completion of Training Milestones ☒ Timely True Blue University (TBU) course completion [Feedback] Success indicators include timely TBU course and Training Milestones completion, positive survey results, high quality job performance, and low turnover rate.	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
38020 Outline Map	**Text** ☐ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☒ Quiz Question	● True ○ False	True or false? As a supervisor, you can access and review New Hire Survey results in TrueBlue University (TBU). (Select the best answer, and then click **Submit**.) ☐ True ☒ False [Feedback] Your HR business partner and up-line manager will provide you with survey results, review the outcomes with you, and provide coaching and insights as needed.	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
			SUMMARY		
80010 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question	When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention.	**Summary** In this course, you learned how to how to apply the tools, resources, and strategies available to create a positive learning environment and facilitate successful new hire training in your branch. Scroll down and select the next lesson to begin the Knowledge Check.	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
			KNOWLEDGE CHECK		
90000 Outline Map	**Text** ☒ Paragraph ☐ Two column ☐ Statement ☐ Quote ☐ List **Image** ☐ Centered ☐ Full ☐ With text **Multi-media** ☐ Audio ☐ Video ☐ Embed ☐ Attachment	**Interactive** ☐ Accordion ☐ Tabs ☐ Labeled graphic ☐ Process ☐ Sorting ☐ Timeline ☐ Flashcard ☐ Button/stack ☐ SL 360 **Divider** ☐ Continue btn ☐ Divider ☐ Numbered ☐ Spacer ☐ Quiz Question		**Knowledge Check** Show us how much you've learned about owning the new hire training experience by answering these questions. You'll need to score at least 80% to pass the course.	
90010-90100		☒ KC Questions		[Questions will be reused from the course with answer choices randomized.]	

Ref #	Block Type		Reference Thumbnail	On-screen Elements	Media
			CONCLUSION		
99000 Outline Map	**Text** ☒ Paragraph □ Two column □ Statement □ Quote □ List **Image** □ Centered □ Full □ With text **Multi-media** □ Audio □ Video □ Embed □ Attachment	**Interactive** □ Accordion □ Tabs □ Labeled graphic □ Process □ Sorting □ Timeline □ Flashcard □ Button/stack □ SL 360 **Divider** □ Continue btn □ Divider □ Numbered □ Spacer □ Quiz Question	When we show up to the present moment with all of our senses, we invite the world to fill us with joy. The pains of the past are behind us. The future has yet to unfold. But the now is full of beauty simply waiting for our attention.	**Conclusion** Owning the new hire training experience means taking it upon yourself to ensure your new hires have a productive training experience in a positive environment. Use the strategies and resources highlighted in this course to prepare for and support new hires in their training efforts and verify their progress along the journey. **End of Course** Thank you! You may now exit the course.	n/a