



Trusted by Finance.  
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Program Manager,  
Learning & Development

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January 27<sup>th</sup>, 2020



# Mandate

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Create a best-in-class  
employee experience

# Mandate

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Engaging onboarding program

Leadership development for new and promoted leaders

Meaningful content for our Learning Management System (LMS)



## Onboarding

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Provide an engaging onboarding program which gets new employees excited about Vena and sets them up for success

# Day 0 – Pre-Start Date

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- Communicate expectations via email
  - Schedule
  - Location and logistics
  - Lunch provided
  - Summary of first week
  - Reminders
    - Completed paperwork

# Day 1 - Orientation

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- Company mission, vision, and values
- Corporate culture
- Organizational structure and leadership team intro
- Intro to product
- Benefits & perks overview, ERGs
- Key corporate policies
- Administrative set up

All topics:  
Microlearning  
(keep things short)

Use LMS for more  
detailed content

# Day 2 - Onboarding

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- Team onboarding mentor
- Role-specific technology set up
- GTKYs begin
- Vena 101 elearning (1 hr)
- Entrance interviews
- Employee handbook – viki
- Team icebreaker/social event

# Day 3+ - Role Onboarding

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- Specific to Vena role
- Product Orientation
  - 2 Day product training (CS/PS)
  - 1 Day product training overview for other roles (eLearning)
  - Welcome to Vena course (eLearning)
- Hiring managers to develop plan
  - HR to enable (templates, guidelines)



# Post-Onboarding

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- Ongoing check-in and opportunities for feedback
  - 2 weeks, 1 month, 3 months, 6 months
- Celebrate completion of first 100 days
  - Vena Swag, acknowledgement, lunch
- Considerations for interns



## Leadership Development

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Provide an engaging onboarding program which gets new employees excited about Vena and sets them up for success

# Leadership Onboarding

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- Leader bootcamp
  - New leaders rotate through various departments for a day
- Leadership eLearning on LMS
- Proactive leadership training
  - Manager for a Day program
  - Mentorship/coaching program
- Additional practical skills

# Leadership Development

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- Ongoing microlearning workshops
  - Role-play exercises and techniques
- eLearning content
- Tools/exercise to apply to team
- Feedback
  - Above
  - Below
- Certification

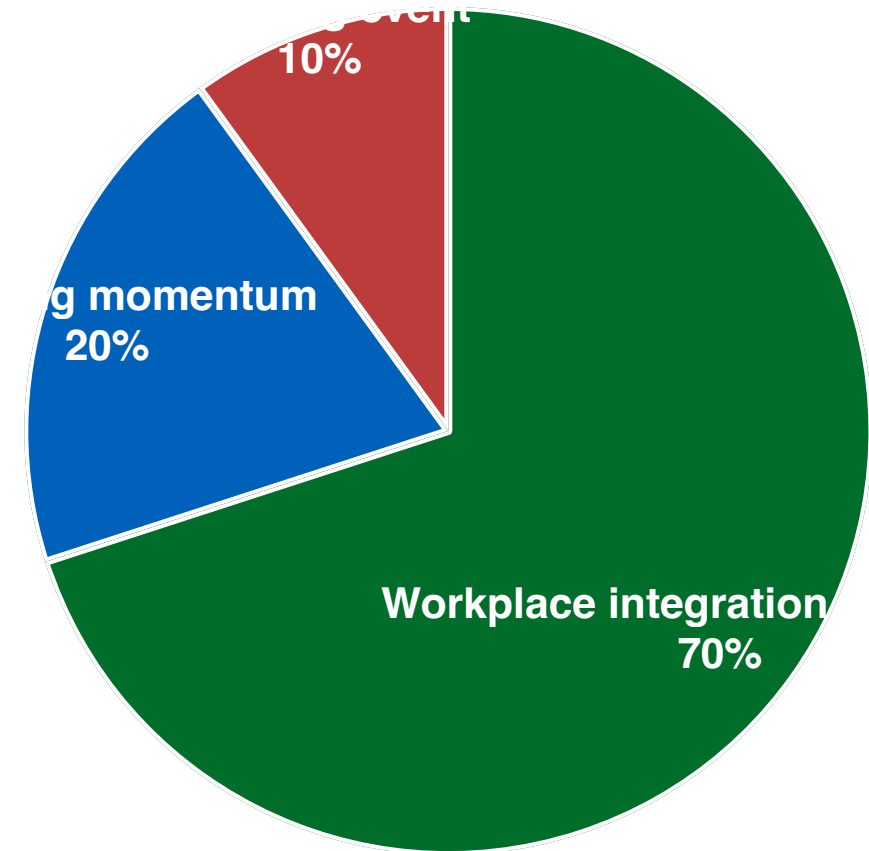
# Leadership Development

## 70-20-10 Model

70% Learning from Experience

20% Learning from Others

10% Structured Learning



# Leadership Development

## Define Purpose

- Customer Focus
- Effective Communication
- Presentation Skills
- Strategic Thinking

## Deliver Excellence

- Decision Making
- Delegating
- Dependability
- Focusing on Results
- Personal Integrity
- Problem Solving

## Develop Self & Others

- Coaching
- Ego Management
- Listening
- Personal Development
- Team Building
- Time Management
- Valuing Others

## Lead Change

- Change Management
- Innovation
- Inspiring Commitment
- Organizational Savvy



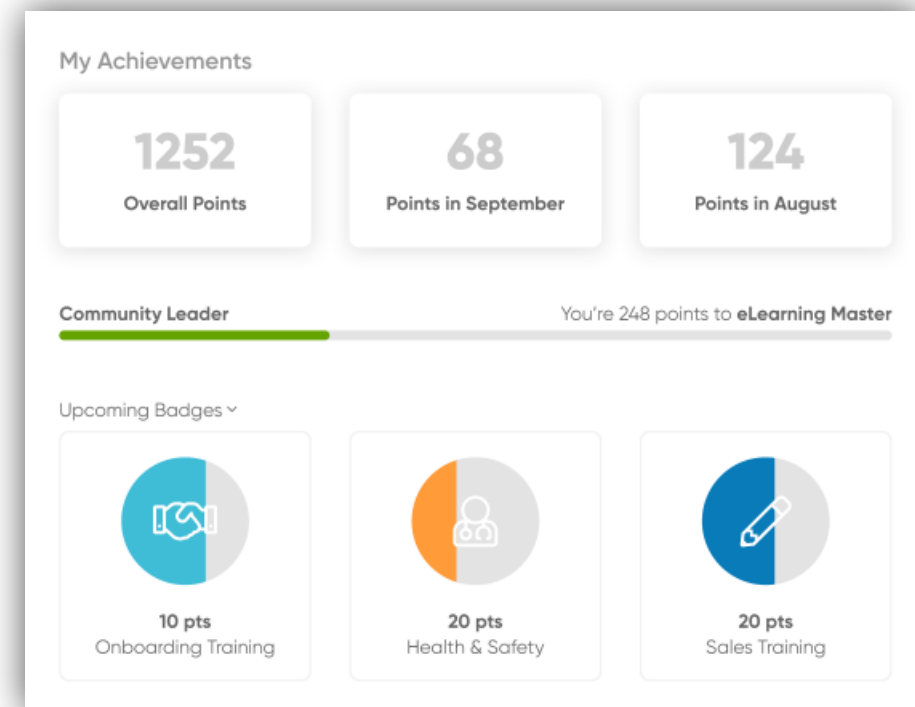
## Learning Management System

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Leverage the LMS and its content to create a meaningful learning experience for Venanites

# LMS Features

- Blended learning
- Automation features
  - Notifications and reminders
  - Automate user creation and access/enrollments
  - Explore Zapier
- Social learning
  - Forum
- Gamification





# LMS Content

## Vena 101 Learning Path

The screenshot displays the Vena 101 Learning Path interface. At the top, there is a search bar with the text "Search for courses" and a user profile icon. Below the search bar, there are navigation tabs for "Details" and "Courses". The "Courses" tab is currently selected. On the left side, under the "Details" section, there is a card for "Vena 101" showing "My Progress 0/4" and "0%". Below this, it indicates "Enrolled 25 Jan 2020" and "Last Entered -".

The main content area, under the "Courses" section, features a blue banner with the text: "In order to complete this path, you must complete all the courses within the path." Below this banner, there is a list of four courses, each with a "Launch" button:

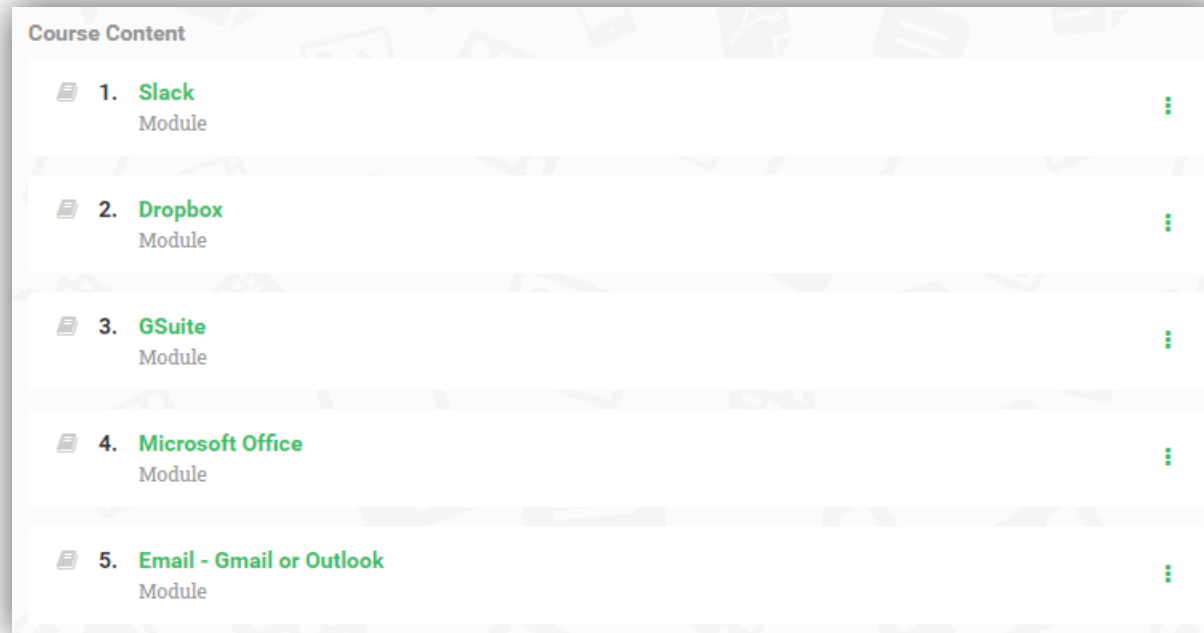
- 1 **Technology**  
Not Started
- 2 **Benefits and Perks**  
Not Started
- 3 **Employee Resource Groups**  
Not Started
- 4 **Compliance**  
You will be enrolled automatically having completed the previous courses on the path.

At the bottom of the interface, there is a footer that reads "Powered by LearnUpon" and "© 2020 LearnUpon Ltd."

Vena 101 eLearning Sample

# LMS Content

## Technology Course



Technology eLearning Sample

# LMS Content

## Role Specific Content

The screenshot displays a course page with a left-hand navigation pane and a main content area. The navigation pane includes a 'Return to Dashboard' link, a 'Details' tab, and a 'Start' button. The main content area is divided into 'Description' and 'Objectives' sections. The 'Description' section features the Vena Learning logo, a 'NEW' badge, and a large green 'V' graphic. The 'Objectives' section lists five learning goals.

[Return to Dashboard](#) [Details](#) [Content](#) [Reviews](#) [Start](#)

**Details**

**Intro to Excel Mapping Series - Basic Mapping of Excel Files**

My Progress 0%

Status **Not Started**

Enrolled **25 Oct 2019**

Last Entered -

Reviewer/Instructor **Lindsay Piché**

[Start](#)

**Description**

**Vena Learning** Educate Empower Engage

**NEW**

**Intro to: Mapping Excel Workbooks**  
Basic Mapping of Excel Files

In this module, we'll begin to explore basic mapping of Excel files in Vena.

**Objectives**

By the end of this module:

- You will be able to understand how to map pages, rows, and columns.
- You will understand using multiple members in Vena to enable the choosebox.
- You will understand unmatched and blank members and how to resolve common mapping issues
- You will understand the difference between static and dynamic mapping in Vena, and finally,
- You will understand the dynamic mapping options that Vena has to offer.

### Product Training eLearning Sample



# Challenges

Expected challenges to be encountered

# Challenges - Onboarding

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- Change management
- Lack of buy-in
- Lack of role clarity
- Role expectations vs. reality/results
- Navigating culture, personal transition
- Lack of early career development conversations
- Information overload
- Global experience

# Challenges - Leadership

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- Multigenerational workforce
- Lack of support
- Shortage of stretch work assignments
- Accountability for the application of learning
  - Measuring impact
- Alignment of leadership development and business goals



# Setting up for Success

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How to get started on the right foot to create best-in-class onboarding and leadership development programs

# Quick(er) Wins

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- Training branding
- Focus groups/survey
- Automated processes
- Onboarding guidelines



# Ongoing Success

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- Continuous improvement mindset
- Cross-departmental collaboration
- Change management
- Feedback loop

# First 90 Days

## 0 to 30 Days

- Read L&D strategy
- Learn business goals, OKRs, KPIs
- Evaluate Vena 101, VenaLX
- GTKYs
- Evaluate processes for content & LMS
- Analyze feedback & data collection

## 30 to 60 Days

- Deep dive into 3-year action plan
- Develop plan - feedback gaps
- Implement revised feedback collection
- Templates/branding
- Create or revise processes
- Collaboration

## 60 to 90 Days

- Monitor evaluation
- Feedback loop
- Facilitate sessions as required
- Third party content
- Existing content revisions
- Address 3 year plan
- Onboarding content



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**Thank you**

