USA Organization Training Agenda

Electronic Communication and Phone System

**Objective:** To train new employees on the use of the organization’s electronic communication and phone system.

**Preparation:** Each employee will come prepared to learn and participate in the training of the electronic communication function and the phone system at the USA Organization Facility.

**Agenda**

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| 8:00a.m.-8:25a.m. | Introuduction  -Ice Breaker (People Bingo)  -Pass out training materials  -Rules and Regulations of the training class  -Questionnaire-to see what knowledge the participants have about using the phone system |
| 8:25a.m.-9:55a.m. | -Students will watch video of how to use the phone system and it functions  -Handout with pictures of the model of the phone and all the features  -PowerPoint presentation of the manual of the phone system and how it functions  -Discuss the Company policies for using the phone |
| 9:55a.m.-10:05a.m. | 15 minute Break |
| 10:05a.m.-11:05a.m. | Participants will learn how to use the phone system starting with basic functions  -Answering calls  -Placing calls  -Transferring calls  -Placing call on hold |
| 11:05a.m.-11:45a.m | Break participants up in groups  -Participants will show their skills in completing the steps learned to use the equipment. |
| 11:45a.m.-12:00p.m. | Question/Answer Session |
| 12:00p.m.-1:00p.m. | Lunch |
| 1:00p.m.-2:00p.m. | Review from morning session  PowerPoint that shows participants how to  -create emails and send emails  --retrieve emails  -save emails  -flag emails for importance |
| 2:00p.m.-3:00p.m. | Discussion on other ways participants will have to communicate using the phone system. Example: how to retrieve voicemails and save voicemails, text messages, etc. |
| 3:00p.m.-3:15p.m. | 15 minute Break |
| 3:15p.m.-3:45p.m. | Break out session  -Participants will practice the skills of emails, and voicemails  -How to receive, retrieve, and send this type of communication |
| 3:45p.m.-4:30p.m. | Testing |
| 4:30p.m.-5:00p.m. | Question/Answers  Successfully passing the test participants will receive certificates and access codes |

**Accomadations:**

For participants that are hearing impaired all videos will have closed captions in order for them to understand what is going on. The phones will also have access to TTYD for the hearing impaired participants.

Students with Limited English will be provided with hand-outs with pictures to help with understanding of using the phone system. Students that are physically challenged are encouraged to participate in the hands-on activities, and help will be provided as needed.