



# Online Training Best Practices Session

## Duration

The conference call usually last between 45 and 60 minutes, depending on your group's needs.

## Who should request a session

Any store owner/manager who wants to improve their people's performance by using the online training program and establishing a learning culture.

## Who should attend

All personnel involved in the management of the online training program:

- owners, store managers, HR managers, office managers, etc

## How to schedule a session

Contact your Area Director or the Institute (Paulo Goelzer, Ana Velázquez)  
ph: 773 695-2611 *weekdays 8am-5pm CT*  
email: [igainstitute@igainc.com](mailto:igainstitute@igainc.com)

## Session outline

- Why online training
- Roles and responsibilities
- Where to train
- System Requirements
- Your organization hierarchy in the online training system
- Registration policies
- Training policies
- Curriculum assignments and compliance training
- Recognition and incentive policies
- Preparing your staff for the training program

## Session format

This is a practical session to assist you in the planning of your store's online training program. We will:

- discuss the best practices for online training
- help you identify the training policies that match your organization needs
- work on the computers to demo the management tools

## How do I prepare for the session

- Meet with your team leaders and discuss what are your organization's staff development and performance goals.
- Review the Online Training Best Practice document. It is available online in our website: [www.igainstitute.com](http://www.igainstitute.com), click on the **Resource Center** tab, then the **Support Materials** sub-menu, and finally the Online Training Best Practices pdf.
- Plan to be at a location with a computer with Internet access. It is necessary for the demonstrations.