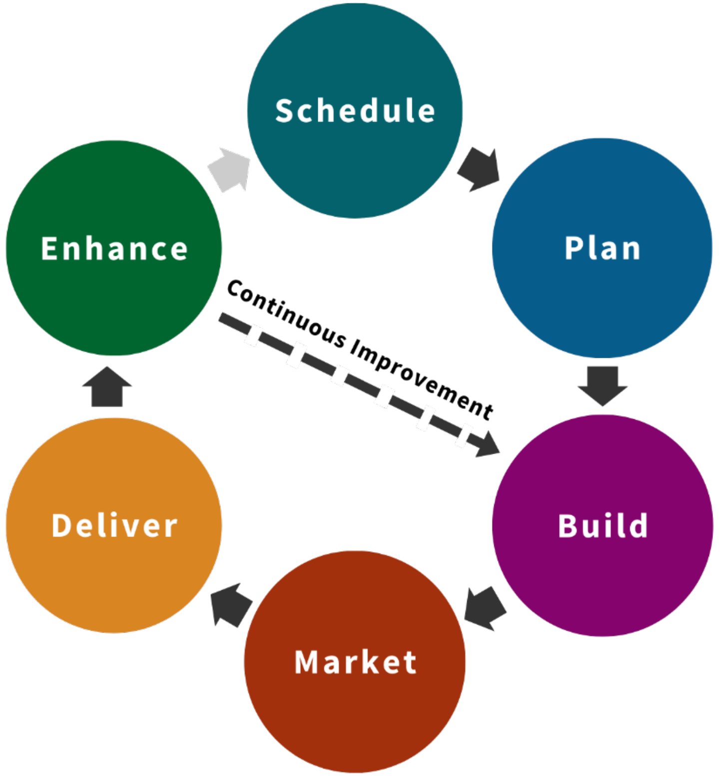
2025 Learning Partner (LP) Program Plan

What you'll find in the following slides:

- ❑ 2025 Course Planning Deadlines
- ❑ Learning Partners Webpage
- ❑ Course Development Process Overview



- ❑ Resources & Tools

2025 Course Planning Deadlines

2025 Deadlines in Calendar View ~ Overview

September

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
Receive this slide deck!				
30				

October

Monday	Tuesday	Wednesday	Thursday	Friday
Submit Course Info & Proof *after* Dates are Coordinated *(10/7 – 11/27)*				
	1	2	3	4
7	8	9	10	11
Begin Coordinating Dates with HR-OD		2025 Planning - Open Office Hour at 9:30 am	2025 Planning - Open Office Hour at 2:00 pm	
14	15	16	17	18
21	22	23	24	25
				Deadline to Coordinate Dates
28	29	30	31	

November

Monday	Tuesday	Wednesday	Thursday	Friday
Submit Course Info & Proof *after* Dates are Coordinated *(10/7 – 11/27)*				
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29
		Deadline to Submit Course Info		

December

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	10	11	12	13
2025 Course Calendars to LPs		January 2025 Course Materials DUE		
16	17	18	19	20
2025 Quarter 1 Course Calendar shared with All City Staff				
23	24	25	26	27
30	31			

2025 Course Planning Deadlines ~ Detailed View

Slide #	Deadlines:	Your Tasks (Learning Partner):
	September 23	❑ Receive first 2025 Learning Partner Program Plan communication ❑ **Review this slide deck**
	October 9th at 9:30 am October 10th at 2:00 pm	❑ Join us at **2025 Planning – Learning Partner Open Office Hours** if you have any questions about course planning, feedback for the 2024 Learning Partners Program, or just want to say hi! **Join Zoom Meeting:** https://cityofmadison.zoom.us/j/8314334412?pwd=YVlTK1J5Q3B3RzlsSVBib0lQNWo2Zz09 **Meeting ID**: 831 433 4412 **Passcode**: 8QtZ01
Slide 10	October 7 through October 25	❑ **Coordinate your preferred 2025 course calendar dates with OD by October 25th**
Slides 11 & 12	October & November – By November 27	❑ **Submit course information** using the Course Planning Form & Course Planning Checklist to get your course operationally ready and live for registration. ***NOTE: To ensure your course is included in the Course Calendar send-out in December 2024, please coordinate with HR-OD by November 27th!*** ❑ Expect **course proofing email(s)** for each of your course(s) ❑ Review course webpage ❑ Review course registration page ❑ Expect a notice from OD when your course is **live**!
	The week of December 9	❑ Expect the 2025 Year Course Calendar to be shared with Learning Partners
Slides 13 & 14	December 11	❑ If you are offering a course in January 2025, course curriculum (Lesson Plan, Slide Decks, Learner Workbooks, etc.) should be submitted to OD by **Wednesday, December 11th.** ❑ If beyond January, course materials are due *at least* **4 weeks prior to the course date**.
	The week of December 16	❑ Expect the 2025 Quarter 1 Course Calendar to be shared with All City Staff
	Early 2025	❑ Receive 2024 Learning Partner Course Evaluation Summary

Learning Partners Webpage 🌐

Learning Partners Program Webpage (Info-Hub)

How to Navigate to here:

HR > Organizational Development
> Learning Partners Program

Some Resources You'll Find Here:

- LP Program Overview
- Course Development Process
- Marketing Your Course Resources
- Course Planning Checklist
- Course Building Toolkit
- Course Evaluation Link

Learning Partners Program

Learning Partners (LPs) are City Employees with expertise in their field. These dedicated individuals deliver impactful training courses to our workforce across agencies.

Courses are developed and facilitated by LPs in a manner that adheres to the City's standards for learning design and evaluation.

Course topics range from City of Madison policy-based or state-regulation based, to leadership development, data analysis, psychological safety, and everything in-between!

What We Offer:

- **Expertise:** Upon request, we consult with you and share ou Adult Learning Principles, Curriculum Design, and Course M best learning outcomes. Couple this with your Subject Matt (SME), and we've got a great platform for hosting quality co
- **Support:** Receive the information, resources, and assistanc through the course development and delivery process. Che Learning Partners and OD partner to deliver high-quality co
- **Flexibility:** Choose the level of support you require - wheth more extensive - throughout the course development and d Check out L+D Support Levels PDF

Interested in becoming a Learning Partne

Contact us at OrganizationalDevelopment@cityofmadison.com more about how we support our Subject Matter Experts (SMEs) a facilitators.

Already a Learning Partner?

Here are some buttons to help you navigate to pages and resources to help you develop and deliver your courses.

Course Development Process

Learn the process to get your course on the OD Calendar.

Course Evaluation Link

Access the current year's evaluation link to share with your course participants.

Course Building Toolkit

Resources to make your course materials visually interesting, engaging, accessible, and aligned to the City of Madison's Brand Style Guide.

Marketing Your Course

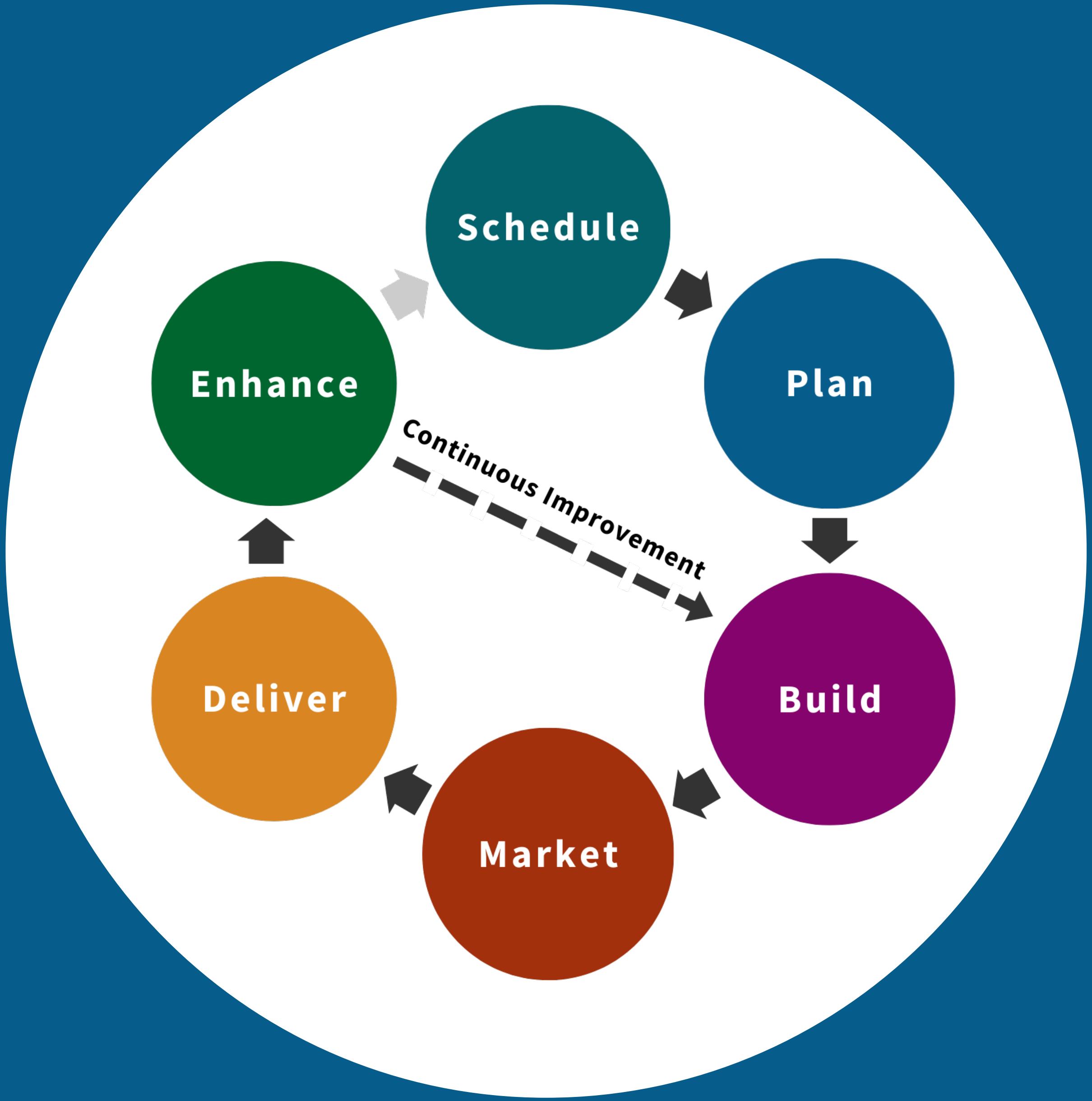
Learn they why, who, and how for marketing your course. Also found here are examples and guidelines for formatting your marketing pieces.

Cancel or Reschedule Your Course

Follow the processes shared on our Cancellation Policies page for canceling or rescheduling a course. When in doubt, reach out to OrganizationalDevelopment@cityofmadison.com

The Course Development Process:

Overview also found on the
Course Development Process webpage

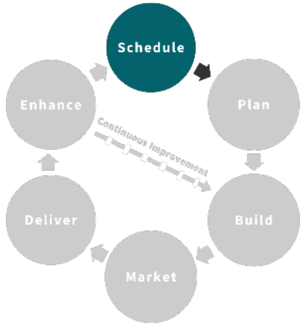


You can expect the next slides to be in this format. They will walk you through the Course Building Process from start to finish.

On the left, you'll find general information, and on the right, you'll find actions needed by you!

Start Here

Schedule



General Information Once you Determine you want to Host a Course:

- Start by coordinating your date(s)/time(s), duration, and number of sessions with Organizational Development.

FAQs:

- **Should I schedule dates if I don't have all my course details planned yet?** – YES!
- **Will I get my preferred dates?** – First come, first served! We will do our best to get your preferred date(s) and timeslot(s), but keep in mind there are 20+ learning partners we're coordinating with! ☺

Action Needed by You

- ❑ Once you decide you want to host a course on the OD Calendar, **reach out to us at OrganizationalDevelopment@cityofmadison.com ASAP!!**
  - ❑ Include Start Time, and Course Length/Duration
  - ❑ Include Number of Sessions – for all of 2025

Send your requested 2024 dates to the OD inbox by Friday, October 25th

Step 2

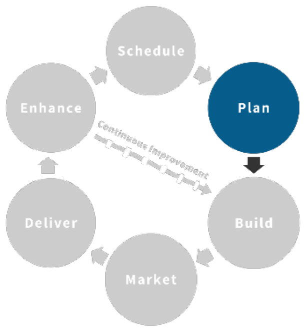
Plan

General Information:

- Submit your Course Information with the **[Course Planning Form]**. Use the **[Course Planning Checklist]** to help guide you through the form and to make sure you have everything you need!
    - You will find a copy of both in the email with this slide deck, and on the [Course Development Process webpage.]

FAQs:

- **Any specific format for sending things to OD?** – Yes - *see "Action Needed By You" side.*
- **How will I know OD has all they need from me?** – You can expect a confirmation email once we receive your course items! This will include a request for any missing items.



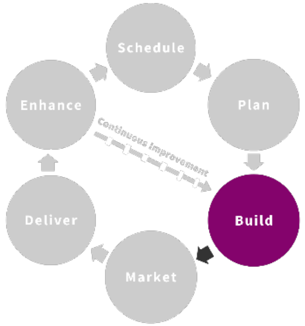
Action Needed by You

- ❑ Use the checklist to gather the items needed to get your course ***operationally*** ready and live for registration.
- ❑ **When sending everything to OD…**
    - ❑ Use the subject line: "2025 Course: <u>Course Title</u>"
    - ❑ Send a separate email for each individual course
    - ❑ Watch for proofing email(s) – *these require action by you!*

Send your course planning forms to the OD inbox by Wednesday, November 27th *(before Thanksgiving break!).*

Step 3

Build – *Course Operations*



General Information:

- After you've coordinated and secured your **date(s)/time(s)** and **submitted your course form(s),** our OD Coordinator begins building your…
  1. Course Webpage (City Website)
  2. Registration Page (Eventbrite)
  3. And adds your course(s) to the OD Calendar (Outlook, Printed, and TV Versions)

FAQs:

- **Do I get to review everything before it goes live?** – Yes, you will receive proofing emails that will require action by you within 3 business days – *see "Action Needed By You" side.*
- **If I don't respond to the proofing emails, what happens?** - Our OD Coordinator will take the next steps to make your course live - without your review.
- **How will I know when everything's live and ready for people to register?** – Once proofed, we'll make any necessary changes and send you a "Your Course is Live" email.

Action Needed by You

- ❑ Review and follow the steps in the Proofing Email.
  - ❑ Review your Course Webpage
  - ❑ Review your Eventbrite Registration Page
  - ❑ Send any update requests within 3 business days.

You'll have 3 business days to review and give your input before our OD Coordinator moves forward with making your course live.

Step 4

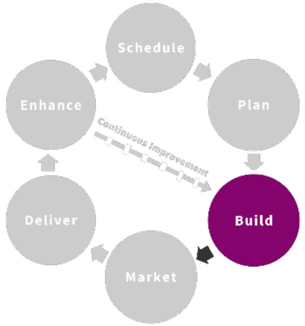
Build – *Course Curriculum*

General Information on Curriculum, Course Materials, and Lesson Plans Review:

- While our OD Coordinator is hard at work building the operational side of your course(s), there's work to be done by **you** the facilitator to make sure your course is the best it can be for all learners.
- Our OD Manager & OD Coordinator are here to support you and share our Curriculum and Learning + Development expertise with you!

Roles & Responsibilities:

- **Learning Partners** = *Subject Matter Expert*
  - Content, Curriculum Building, Topics, Lessons, Facilitating
- **Learning + Development Specialist** (OD Manager & OD Coordinator currently) = *Subject Matter Expert for **Consultation Only on** for Adult Learning Principles and Curriculum Design*
  - Layout & Design, Engagement, and Facilitation Techniques



Action Needed by You

Reach out to OrganizationalDevelopment@cityofmadison.com to work with HR-OD for feedback and recommendations on…

- ❑ General design and scaffolding of your curriculum
- ❑ Adult learning principles and best practices
- ❑ Facilitation best practices and tips
- ❑ Slide deck accessibility and visual design
- ❑ Connection and alignment with TeamCity values

Course curriculum/materials should be sent to OD at least 4 weeks prior to your course date so there's ample time to review, adjust, and post.

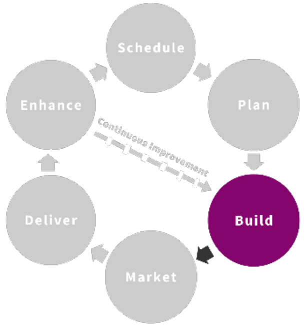
Step 5

Build – *Post Your Materials*

General Information on Course Materials Posted to your Course Page(s):

- Once the Curriculum, Course Materials, and Lesson Plans have been reviewed and updated (if needed), it's time to finalize everything to be posted on your Course Page(s).
- Posting these items on the course page is a standard practice when working with OD.
- This allows for folks with access needs to prepare their screen readers, if needed, and learners who prefer to review content prior to joining know what to expect.

Looking for examples of what this looks like on a course page? View the VBL Course Page for ideas.



Action Needed by You

Gather the following items to get posted on your course page(s)

- ❑ **Slide Decks**
- ❑ **Learner Workbooks**
- ❑ **Pre-Work if any**
- ❑ **Any other resource(s) you want to share with your learners** *(i.e. One-Sheeters, external resources and links, etc.)*

❑***Send to OrganizationalDevelopment@cityofmadison.com***

Final versions of materials need to be posted at least 1 week prior to your course date so there's ample time for folks to access.

Step 6

Marketing

General Information:

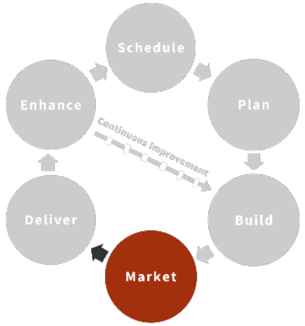
- With your course(s) scheduled, developed, built, and LIVE, it's time to bring in the crowds!
- Marketing course(s) is a **shared** task between OD and you.
- For Marketing ideas, check out our Marketing Your Course webpage.

What OD will do:

- Send out weekly "Upcoming Courses" e-Blasts.
- Include your course in quarterly-calendar-print-outs and distribution to all facilities.
- Be in regular communication with you about registration numbers, access needs requests, and if more marketing is needed as your course date approaches.

What Learning Partners (you) will do:

See "Action Needed By You" side.



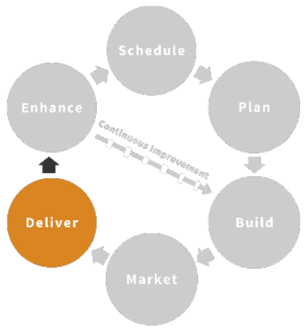
Action Needed by You

- ❑ **Promote your course by…**
  - ❑ Forwarding e-Blasts
  - ❑ Request Course Highlight email(s), Course Banners, and additional materials to send out to targeted audiences
  - ❑ Post flyers
  - ❑ Share via word-of-mouth!
    - ❑ *Think about the spaces you're in to cross-reference and highlight your course(s).*

Become familiar with our Course Cancellation policies if registration numbers are low. (HR-OD Webpage > Courses > Cancellation Policies).

Step 7

Deliver Your Course



Action Needed by You

Before the Course:

- ❑ Practice! Want to work on your facilitation skills? Here are some resources to help get you started:
  - [Gender Inclusive Language for Facilitators]
  - [Tips to Make Virtual Training Engaging (Facilitator Tip-Sheet)]
  - We also offer courses on being an effective facilitator and are happy to consult with you to discuss how to build your facilitation skills.
- ❑ Receive your attendance sheet with registered folks for your course (2-3 days prior to your course).

After the Course:

- ❑ Send the completed attendance sheet back to HR-OD for us to:
  1. Update attendance records for end-of-year reporting out.
  2. Send out post-course emails, “Thanks for Joining Us” and “Sorry We Missed You”

Day of:

- ❑ Log on 10-15 minutes early to make sure you’re ready to roll
  - ❑ Have a check-in question so folks who join early have something to do & build rapport!
- ❑ Take attendance – *record who attended on the excel file received from HR-OD.*
  - ❑ *Note, HR-OD is available to support with attendance. Let us know in advance if support is needed and we’ll make sure someone’s available to help you with this!*
- ❑ Use facilitation best practices
- ❑ Own your material, remember you’re the expert!! ☺
- ❑ Save time to ask for feedback using the HR-OD Survey!
- ❑ Send completed attendance form back to HR-OD

Please send completed attendance sheets back to OD as soon as your course wraps up so we can get follow-up emails out to folks!

Step 8/ Always

Enhance

General Information:

- Feedback fuels continuous improvement!
- In the spirit of continuous improvement, all courses offered through OD use the City of Madison Course Evaluation Form to gather participant feedback.

Asking For Feedback:

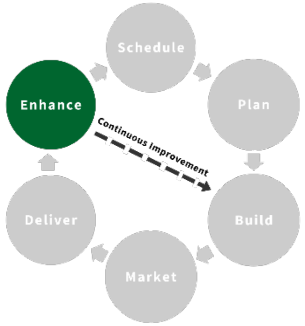
- See *Action Needed by You*
- OD does send a copy of the link out in course follow-up emails once attendance sheets are sent back to OD, **but a personal ask typically yields more responses!**

Receiving Your Feedback:

- You can expect a summary of the feedback the Friday following your course date.
- Review this for ideas and suggestions for how to enhance your training.

Infusing Your Feedback:

- Work with HR-OD to incorporate suggestions into your course content.
  - We recommend you discuss your course(s) with HR-OD on a periodic basis (at least annually) to discuss questions, or improvements that can be made.
  - *Remember, we're here to help you be the best facilitator you can be! Reach out for a consult anytime.*
  - HR-OD Manager reviews all evaluations on a quarterly basis to support continuous improvement.



Action Needed by You

- ❑ Save the last 3-5 minutes to personally ask participants to share their feedback using the current year's evaluation form. These are updated yearly and the current version can be found on the Learning Partners Program webpage.
- ❑ Review feedback summaries after your courses
- ❑ Proactively work with HR-OD to infuse suggestions and adult-learning best practices into your course(s)

If updates are made to course content, be sure to send HR-OD updated materials for posting at least 1 week prior to your next course date.

FYI

Pre-Course Communications to Expect *for each course*

In the weeks leading up to your course, we'll be in touch regularly to check on registration numbers, marketing needs, and anything else that might need our attention. Below is an overview of the communications you can expect to receive from us via the OD Inbox (OrganizationalDevelopment@cityofmadison.com).

Build

Course is built & LIVE

Market

6-Weeks out from the Course Date:

❑ OD begins to market your course in our Weekly Upcoming Courses emails to All-Email Users *(sent out every Tuesday at 3 PM).*

3-Weeks out from the Course Date:

❑ OD checks-in with you about registration numbers, access needs requests, if additional marketing is needed, and reminds you of what the next steps and your options are.

❑ **If registration numbers are on the lower end**, additional marketing is needed. There are ideas on the Marketing Your Course webpage and OD can create a Course Highlight Email for you to send out to your desired audiences.

1-week out from the Course Date:

❑ OD will check in again with an updated registration amount, if any new access needs requests came in, and when to expect an attendance sheet to be sent your way.

❑ If registration amounts are still low, we can discuss last-minute marketing efforts. This is also when we would consider rescheduling or cancelling. *See Cancellation Policies*.

2-3 Days out from the Course Date:

❑ OD will send an attendance sheet and a reminder about the Course Evaluation your way.

❑ You'll notice a column titled "Attended?" – This is where you'll need to mark if someone attended or not. Once your course is done, send the completed attendance sheet back to OD to update our attendance records.

❑ A reminder to ask participants for feedback using the current Evaluation Feedback Link – *included in the email.* Current year's link and QR code can always be found on the Course Evaluation Link webpage.

Deliver

Day-of the Course:

❑ Once we receive the completed attendance sheet, OD will update our attendance records and send out follow-up emails.

❑ A follow-up email for folks who attended is sent out with a thank you and a reminder to complete the Course Evaluation.

❑ A follow-up email for folks who no-showed is also sent out with a sorry we missed you message and a link to future course sessions.

Enhance

The Friday following a Course:

❑ OD will send you a summary of the course evaluations received. If you do not receive this the Friday after your course, this may be that the number of responses received is low, and we're giving folks more time to submit feedback. You can expect this the next Friday if this is the case.

Tools & Resources

All tools & resources are found on the Course Building Toolkit webpage!

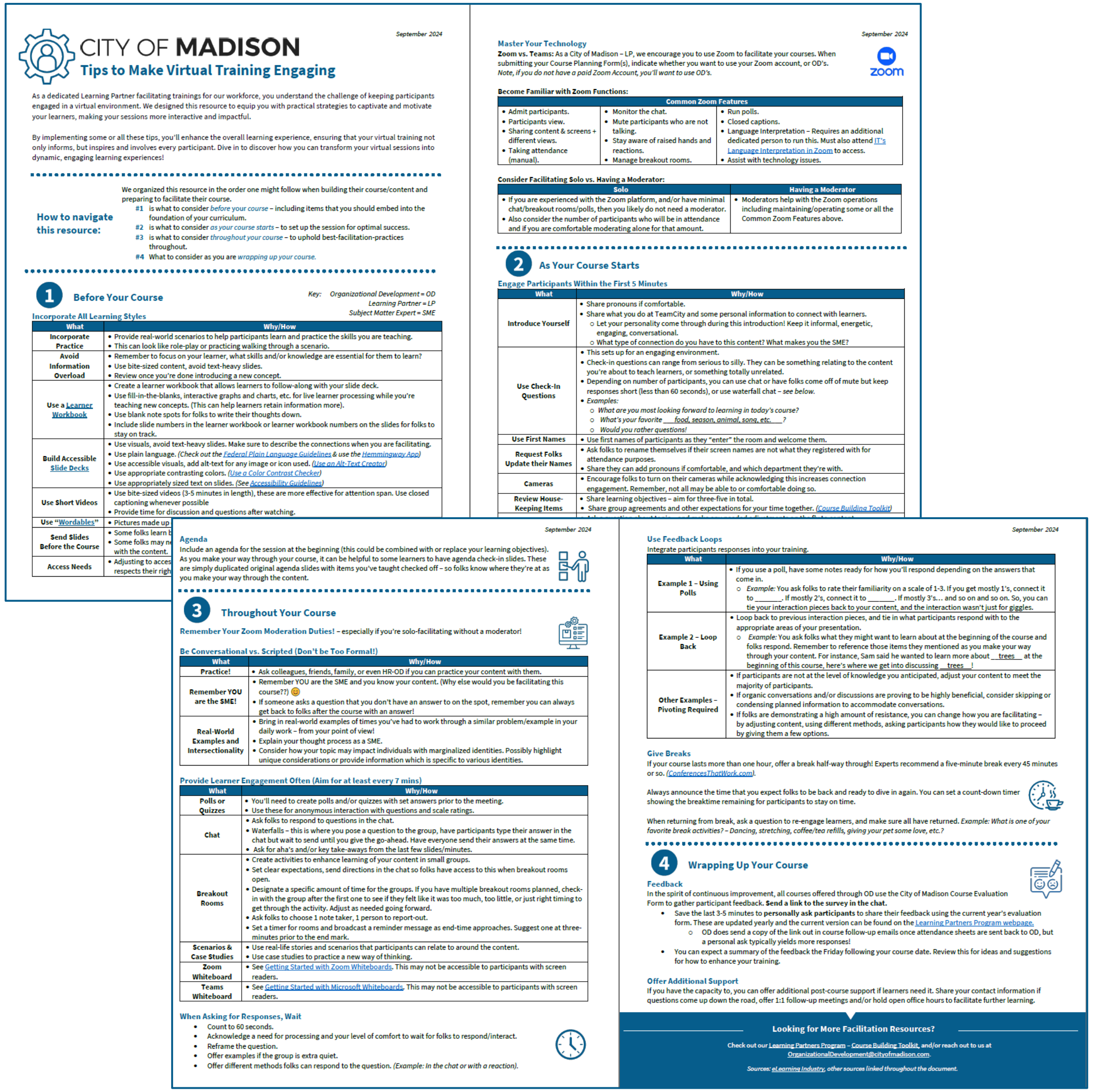
LP Toolkit: Tips to Make Virtual Training Engaging

Tips to Make Virtual Training Engaging (Facilitator Tip-Sheet)

- This resource includes practical strategies to captivate and motivate your learners, making your sessions more interactive and impactful.

- **Included are things to consider…**
  1. Before your course date
  2. As your course starts
  3. Throughout your course
  4. Wrapping up your course

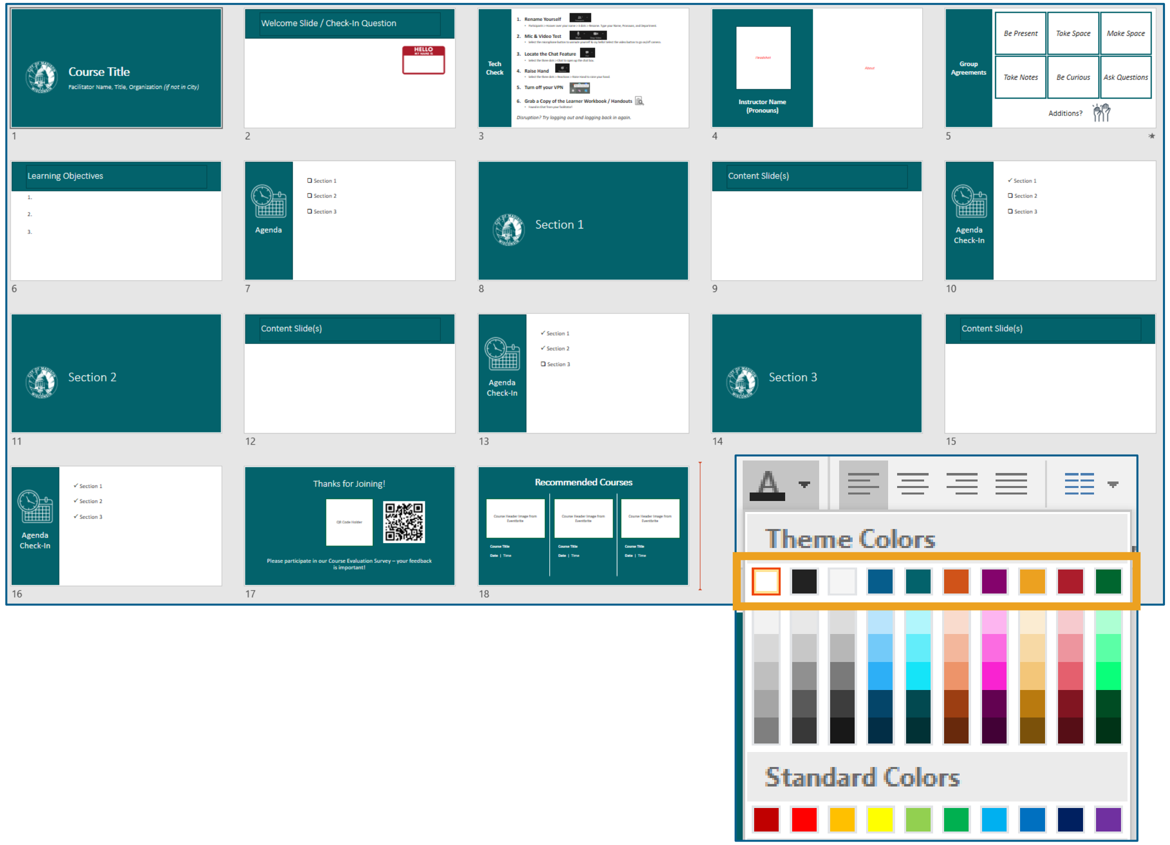
  And so much more! ☺



LP Toolkit: Slide Deck Template

Slide Deck Template

- The City of Madison's Brand Style Guide colors are pre-loaded into this template.
- Standard slides pre-loaded:
    - Introductions
    - Tech-Check
    - Instructor Introduction
    - Group Agreements
    - Learning Objectives
    - Agenda
    - Sections
    - Agenda Check-In's
    - Course Evaluation + QR Code
- ***Reminder***: *A PDF version of completed slide decks will be required to be posted on course pages going forward, as this greatly helps our learners with access needs.*

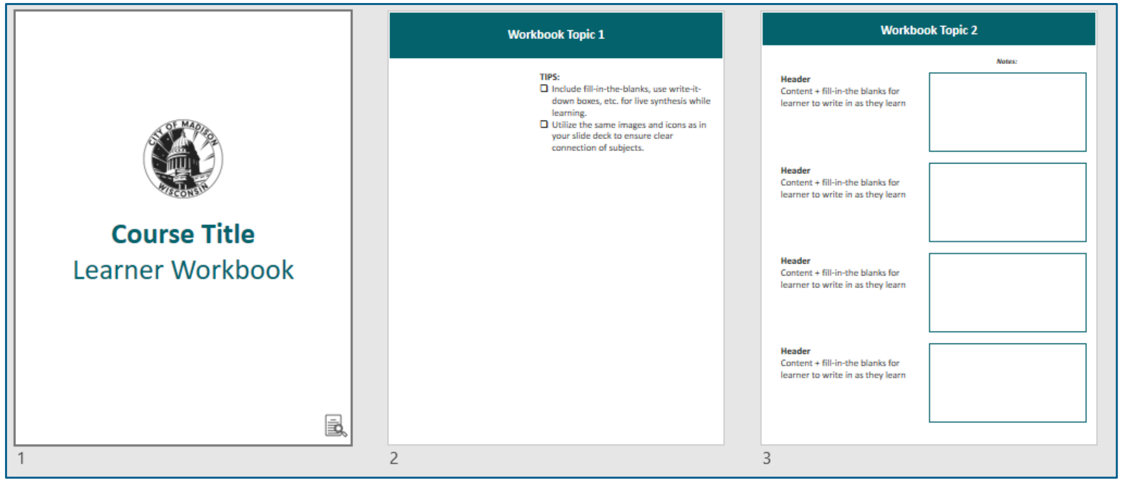


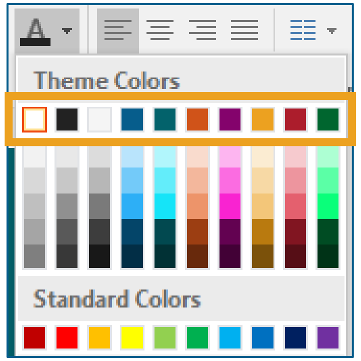
Looking for examples of how to layout your Slide Deck? View our recently updated Decisions Course Page and VBL Course Page for ideas.

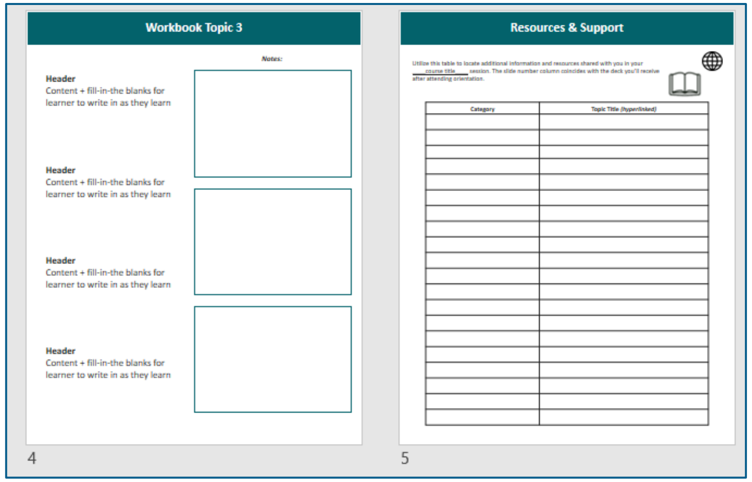
LP Toolkit: Learner Workbook Template

Learner Workbook Template

- Use this template to create a **workbook for learners to synthesize what you're teaching them in your course**.
- The City of Madison's Brand Style Guide colors are pre-loaded into this template.
- Standard slides pre-loaded:
  - Blank Page + Header for Topics
  - Fill-in-the-Blanks + Notes Section
  - Resources & Support Table at the End







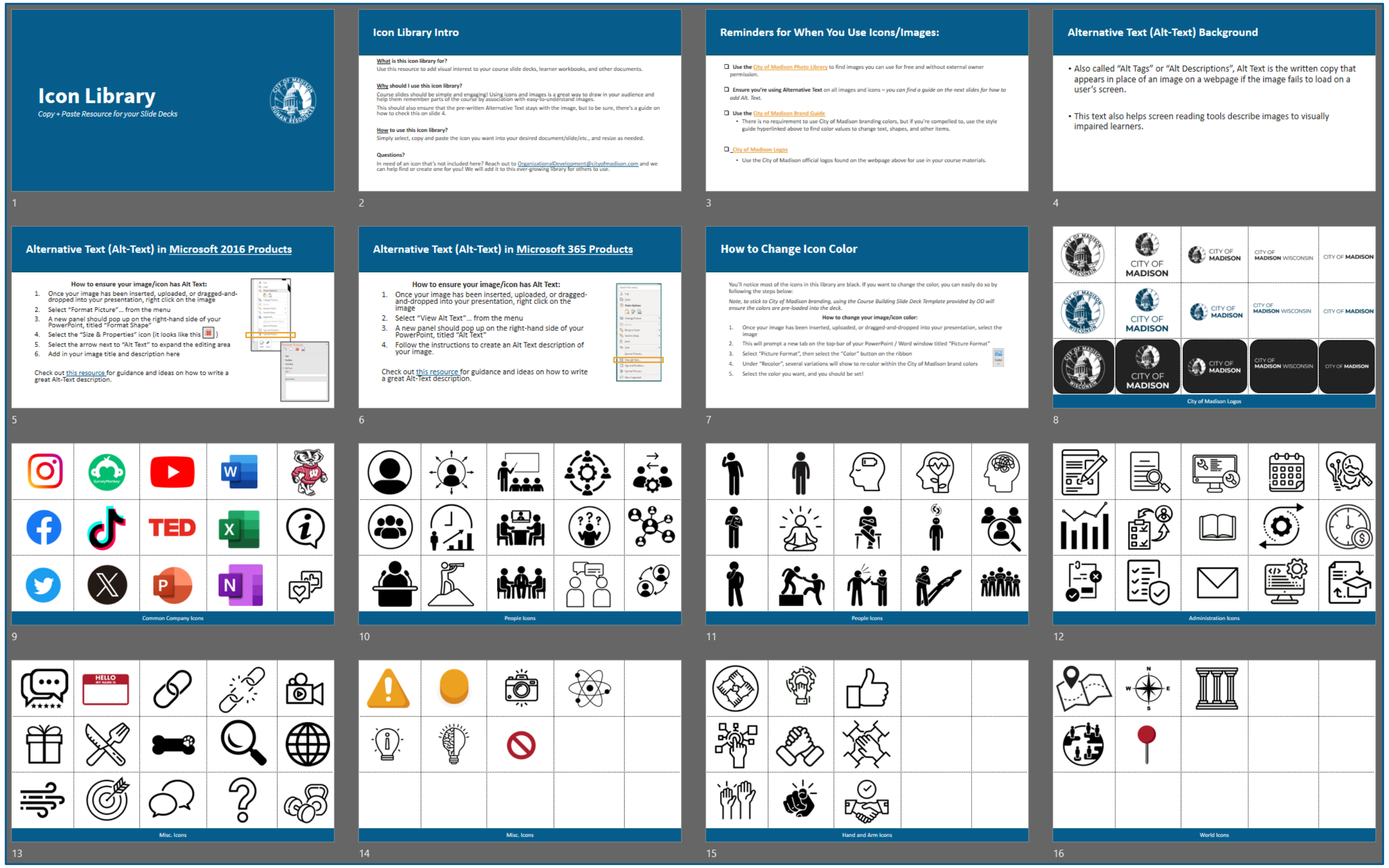
- ***Reminder***: *A PDF version of completed learner materials will be required to be posted on course pages going forward, as this greatly helps our learners with access needs.*
- ***Also Note:*** *Organizational Development is available to assist with creating fillable versions of your learner workbooks – reach out to the OD inbox to request this support!*

Looking for examples of how to layout your Slide Deck? View our recently updated Decisions Course Page and VBL Course Page for ideas.

LP Toolkit: Icon Library

Icon Library

- Use this library as a one-stop-shop for finding icons to add to your Slide Decks and Learner Workbooks.
- Visuals like simple icons can help encourage learners make associations between pieces of information, soak up chunks of course content quickly, and function as a memory aid.
- They also add visual interest and an aspect of fun to your content ☺
    - *Icons found here are formatted with Alt-Text, which should carry through to your documents when copied & pasted.*



Questions?

Email OrganizationalDevelopment@cityofmadison.com anytime!