



Good day future learner,

We are looking forward to having you in the upcoming series of virtual workshops. As you know, a lot has changed with the pandemic including the way Learning and Development conducts training. We now live in the virtual world.

Our goal is to make virtual learning a positive, interactive experience where you can gain the skills and knowledge to effectively do your job, serve our customers and our community. For virtual training to be effective, *you* will need to take an active role in your learning.

Below you will find the requirements to attend MLS virtual training workshops:

- Pre-work/prerequisites are required to be completed by the due date indicated in the pre-workshop email sent to all learners.
- Audio is required for the entire workshop.
- Video is required for the entire workshop.
- Be on time:
 - a. Not more than five (5) minutes late or you will be **removed** from the workshop.
 - b. Workshops *start 15 minutes later than normal* to allow for trouble shooting.
- Participation is mandatory
 - a. Verbal, chat box or nonverbal cues (depending on trainer request).

Requirements not met - If the pre-work/prerequisites **and/or technology** requirements are not/cannot be met:

- You will be **removed** from the workshop and subsequent workshop(s) in the series, if applicable.
 - This could impact your job performance by delaying your ability to gain the skills and knowledge necessary to effectively serve our customers.
- Your supervisor will be notified of your unenrollment.
- You will need to enroll in a future workshop based on seating availability.

Personal Business - Should you need to step away to take care of personal business, please send the co-trainer a chat message to let them know your video and audio will be turned off for a short amount of time. When you return, video is required.

- If you miss **more than 10 minutes** handling personal business, you will be **removed** from the workshop and subsequent workshop(s) in the series, If applicable.
- Your supervisor will be notified of your unenrollment.
- You will need to enroll in a future workshop based on seating availability.

Technical Difficulty - Should you have technically difficulties with audio or video for more than five (5) minutes and cannot get it resolved:

- You will be **removed** from the workshop and subsequent workshop(s) in the series, if applicable.
- Your supervisor will be notified of your unenrollment.
- You will need to enroll in a future workshop based on seating availability.

Lack of response/participation – If you are unresponsive/do not participate upon the trainer's request, the co-trainer will send you a private chat to check and see if all is okay and understood.

Should this happen a second time:

- You will be **removed** from the workshop and subsequent workshop(s) in the series, if applicable.
- Your supervisor will be notified of your unenrollment,
- You will need to enroll in a future workshop based on seating availability.

We want to ensure everyone in the virtual workshop has a positive, uninterrupted learning experience and gains the skill/information they need to be successful.



If you have any questions, please contact Learning and Development.