

Veterans Health Administration

FY24 DLO/Educator Handbook

Support Guide for everything you need to know about the FranklinCovey Partnership



Introductions – Your Support Team!



Amber Sprague



Program Manager

- Account Owner/Manager
- Strategic Partner for Contract
- Develops relationships with key players
- [EMAIL](#)

Lindsay Jaremba



Implementation Strategist

- Content Subject Matter Expert
- Helps to develop long-lasting L&D strategy plans
- Develops relationships with key players
- [EMAIL](#)

Madalyn Budzik



Engagement Coordinator

- Material Orders
- Course Logistics
- Assessments
- [EMAIL](#)

Jordyn Elwell



Project Manager

- Monthly Reporting
- Contract Deliverable Tracking
- [EMAIL](#)

VA Care



VA Care

vacare@franklincovey.com

Phone: (801) 817-8770

- Any technical issues
- Login support
- Requests for support

Who is FranklinCovey?



We are the most trusted leadership company in the world.

We help organizations achieve results that require collective behavior change.

Everything we do is designed to help you succeed in four key areas:

**Develop
exceptional leaders
at every level**

**Instill habits of
effectiveness in
every individual**

**Build an inclusive,
high-trust culture**

**Use a common
execution framework
to pursue their most
important goals.**

Our Formula for Delivering Breakthrough Results



Content

+

People

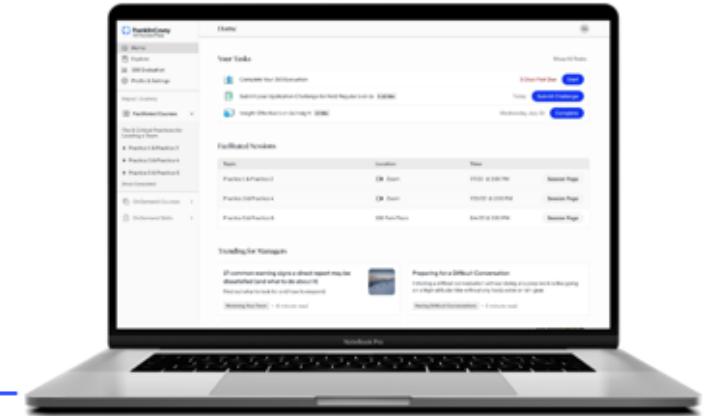
+

Technology

Powerful content that creates mindset shifts, behavior change, and collective action helps your people work, lead, and collaborate more effectively.

A team of experts will design and deliver the ideal solutions for your organization.

Innovative Technology tracks progress and sustains engagement to ensure lasting behavior change.



What do you have access to?



As part of the VHA enterprise-wide contract, every VHA full time employee now has access to FranklinCovey's All Access Pass. This includes:

360 Assessment

Holistic diagnostic on 30+ skills with self-led review.

Option for FranklinCovey Coached review of 360 results

Can be used within Impact Journeys or to guide a learner to individualized learning resources.

Impact Journeys

Full course delivery facilitated live in-person or live online.

OnDemand/blended learning paths.

Application challenges and automated reinforcement

Can be organized as cohort learning

Microlearning

Skill-specific Micro Courses

Actionable microlearning pushed to learner via newsletter

Self-selected by learners and/or assigned by VHA

Content

Virtual Certification for VHA internal facilitators

Free Digital Downloads for facilitator & participant

Discounts on hard copy materials and FranklinCovey Consultant deliveries

Path To Success



Below is the recommended road map overview of a successful implementation plan. Each section will provide more information to help you successfully implement the All Access Pass. If you have any questions, please contact your support team.

Step 1

360 Diagnostic

[Click Here](#)

Step 2

**Content Area
Focus**

[Click Here](#)

Step 3

**Determine
Delivery
Approach**

[Click Here](#)

Step 4

**Certification &
Delivery**

[Click Here](#)

Step 5

**Post Delivery
Follow Up**
(CECs & Reporting)

[Click Here](#)

Step 6

**Sustainment
&
Engagement**

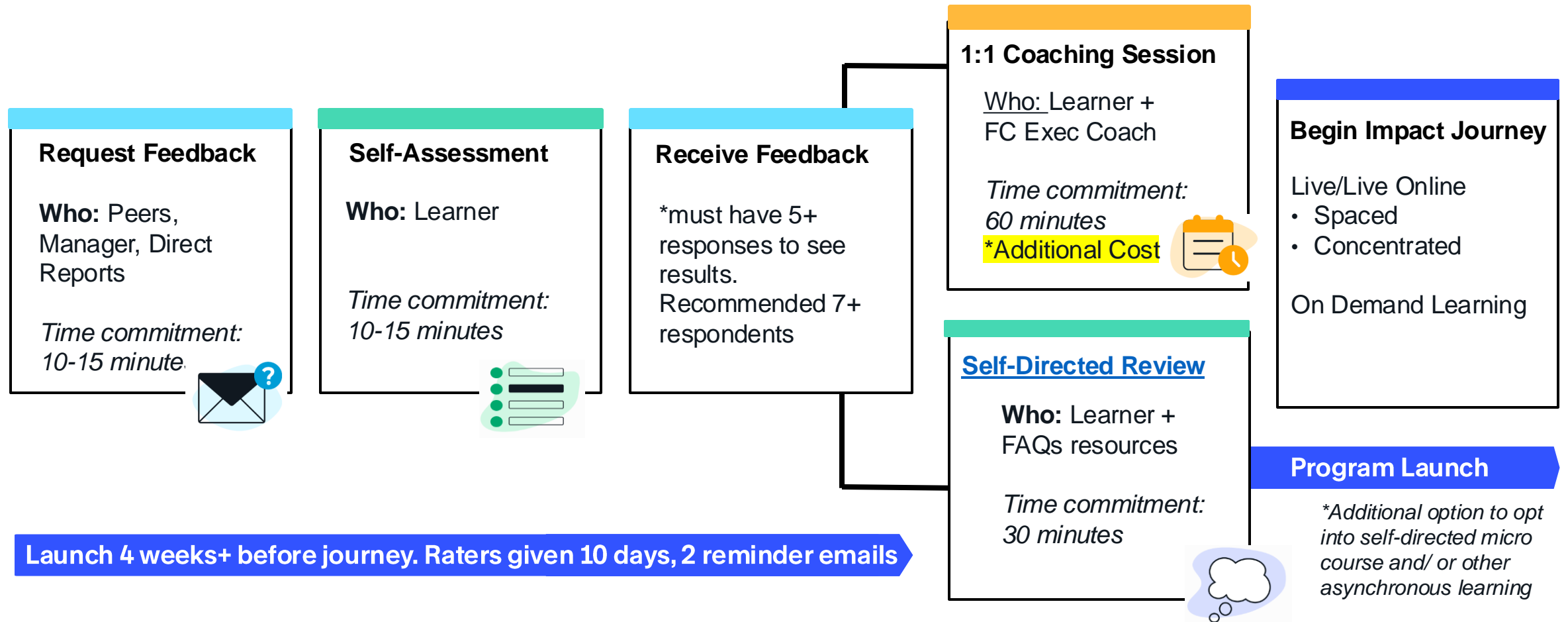
[Click Here](#)

360 Diagnostic

Measures more than 25 skills to identify skill gaps, guide learning experiences overtime, and measure outcomes.



Impact Platform 360 Detailed Learner Experience



Detailed 360 Process Flow



Request Feedback:

- Learners request feedback from 5 or more managers, peers, direct reports, and cross-functional partners. Respondents can be from outside of VHA.
- The collection process is easy – learners add respondents contact information and hit submit.
- After the respondents are entered, the learner will have the opportunity to copy an email to personalize for respondents.

Self-Assessment:

- After the email to respondents, the Learner will begin the self-assessment
- Learners will take the assessment based on what role they are in the Impact Platform (Manager or Individual Contributor)

Detailed 360 Process Flow Continued:



Receive Feedback:

- Respondents have 10 days to respond and will receive 2 reminder emails.
- If the Learner doesn't get 3 responses in 10 days, they can request additional feedback.

The screenshot shows the FranklinCovey 360 Assessment interface. The left sidebar contains navigation options: Home, Explore, 360 Assessment (selected), Profile & Settings, and OnDemand Courses. The main content area displays the message "Your 360 Results Aren't Ready" with a green cooking pot icon. Below the icon, it states: "Please check back later! You cannot view your 360 results yet because you have not passed the following checks:"

- ❌ **You don't have enough responses** - You requested feedback from 6 people and have received feedback from 0 people, but we don't show 360 results until you receive at least 3 responses. If you would like, you can still [request additional responses](#).
- ❌ **You haven't passed the waiting period** - To give respondents time to provide feedback, you cannot see your results within 10 days of requesting feedback.

At the bottom, there is a "Request Additional Feedback:" section with a table header:

First Name	Last Name	Email	Relationship
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Detailed 360 Process Flow Continued



Results are Ready!

When results are ready, the Learner receives an email letting them know to either schedule their coaching reveal (additional charge) or complete a self-reveal.

Learners can do 1 of 2 options:

- **Self-Directed Review:**

Learners will be prompted to complete a self-directed review on the Impact Platform that encourages them to reflect on their results. This 15-minute review is optional for learners who have a 360 Coaching Session.

- **360 Coaching Session (Additional Charge):**

Accelerate performance by partnering learners with a FranklinCovey Coach. Coaches are an optional service that allows learners to dive deeper into their results with an expert. During their time together, learners identify key skills that target growth and personalize learning.

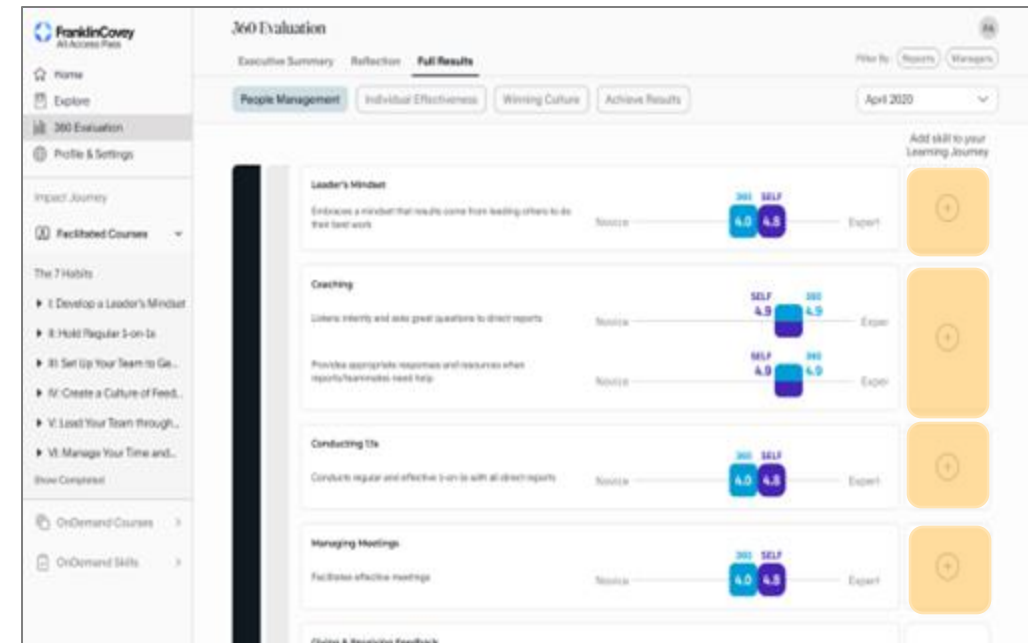
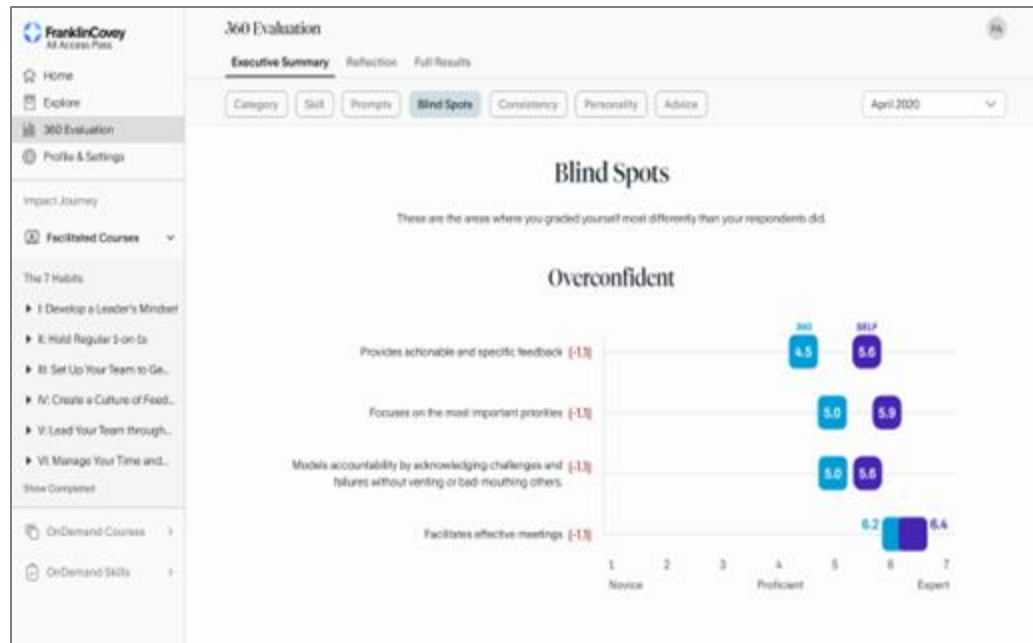
The image displays two screenshots of email notifications from FranklinCovey. Both emails feature the FranklinCovey logo and a bar chart icon. The left email is titled "Schedule Your 360 Skill Diagnostic Review" and is addressed to "Hi Steve,". It informs the recipient that their 360 Skill Diagnostic results are ready for review and suggests a 1-on-1 meeting with a facilitator. It provides two numbered steps: 1. "Book Your Session" (log in and schedule a meeting) and 2. "Read the 360 FAQ" (review a FAQ page before the meeting). A blue button at the bottom says "Schedule Your 360 Skill Diagnostic Review". The right email is titled "Your 360 Skill Diagnostic results are ready!" and is also addressed to "Hi Steve,". It congratulates the recipient and provides two numbered steps: 1. "Read the 360 Skill Diagnostic FAQ" (review a FAQ page to understand feedback) and 2. "Review Your 360 Skill Diagnostic Results" (complete an interactive reflection process). A blue button at the bottom says "View My 360 Skill Diagnostic Results". Both emails include a link to the FAQ page at the bottom.

Detailed 360 Process Flow Continued



Begin Impact Journey!

- Learners can subscribe to Microcourses from their 360 diagnostic results by clicking “**Subscribe to Microcourse**” next to the desired skill.
- Microcourses are self-paced, skill-specific learning resources that help learners adopt new, effective mindsets and behaviors by investing only a few minutes per week. Microcourses consist of brief videos, articles, tools, and application challenges push out over a three-week period, so learners can increase their capabilities over time for lasting impact.



Content Area Focus



Leader Skill Graph



LEADERSHIP

1-on-1's
Coaching
Delegation
Giving Feedback
Leading a Hybrid/Remote Team
Developing & Retaining Talent
Hiring
Onboarding
Business Acumen
Innovation & Creativity
Strategic Focus
Vision Setting

INDIVIDUAL EFFECTIVENESS

Growth Mindset
Managing Energy
Proactivity
Receiving Feedback
Self-Awareness
Time Management
Presenting
Running Meetings
Writing
Project Management
Accountability
Navigating Difficult Conversations
Managing Up & Across

WINNING CULTURE

Building Trust
Earning Trust
Extending Trust
Adaptability
Leading Change
Belonging
Identifying Bias
Reducing Bias
Emotional Intelligence
Psychological Safety
Work-Life Boundaries

ACHIEVE RESULTS

Achieving Team Goals
Setting Team Goals
Differentiation
Negotiation
Prospecting
Qualifying Opportunities

*Additional skills may have been added since the creation of this document. Please contact your support team if you have additional needs not noted on this slide.

Individual Contributor Skill Graph



INDIVIDUAL EFFECTIVENESS

Achieving Goals	Time Management
Growth Mindset	Presenting
Managing Energy	Running Meetings
Proactivity	Writing
Receiving Feedback	Project Management
Self-Awareness	Accountability
Setting Goals	Navigating Difficult Conversations
Managing Up & Across	Giving Feedback
Listening	

WINNING CULTURE

Building Trusting Relationships	Earning Trust
Extending Trust	Adaptability
Work-Life Boundaries	Identifying Bias
Reducing Bias	Emotional Intelligence
Psychological Safety	Belonging

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Courses by learner level



Time-tested learning that drives behavior change at scale

Individual Contributors

Lead Yourself

Working at the **Speed of Trust**

THE **5 CHOICES**
to extraordinary productivity

THE **7 HABITS**
of Highly Effective People®
SIGNATURE EDITION 4.0

Building Business
Acumen

Meeting
Advantage
TOOLS FOR HIGHLY
EFFECTIVE COMMUNICATION

**PRESENTATION
ADVANTAGE**
Communication Advantage Series

HELPING
**CLIENTS
SUCCEED.**

Writing
Advantage
TOOLS FOR HIGHLY
EFFECTIVE COMMUNICATION

PROJECT MANAGEMENT FOR THE
**UNOFFICIAL
PROJECT MANAGER™**

**UNCONSCIOUS
BIAS™**

CHANGE
How to Turn Uncertainty Into Opportunity™

Navigating
**Difficult
Conversations**
Turn Tension Into Progress™

First-Level Leaders

Lead a Team

The **4** Essential Roles of
LEADERSHIP

THE **7 HABITS**
of Highly Effective People®
SIGNATURE EDITION 4.0

LEADING
CUSTOMER
LOYALTY

THE
**6 CRITICAL
PRACTICES**
FOR LEADING A TEAM

Leading at the
Speed of Trust

HELPING
**CLIENTS
SUCCEED.**

LIZ WISEMAN'S
MULTIPLIERS
HOW THE BEST LEADERS IGNITE EVERYONE'S INTELLIGENCE

CHANGE
How to Turn Uncertainty Into Opportunity™

Navigating
**Difficult
Conversations**
Turn Tension Into Progress™

**Inclusive
LEADERSHIP**
Practical Ways to Cultivate
Inclusion & Build a Better Team™

**UNCONSCIOUS
BIAS™**

Fundamental
Beliefs of
**Trust & Inspire
Leaders™**

**Inclusive Hiring
and Advancement**

Mid-Level Leaders

Lead a Division

The **4** Essential Roles of
LEADERSHIP

The **4 Disciplines** of
Execution

Leading at the
Speed of Trust

THE **7 HABITS**
of Highly Effective People®
SIGNATURE EDITION 4.0

LIZ WISEMAN'S
MULTIPLIERS
HOW THE BEST LEADERS IGNITE EVERYONE'S INTELLIGENCE

CHANGE
How to Turn Uncertainty Into Opportunity™

**UNCONSCIOUS
BIAS™**

**Inclusive
LEADERSHIP**
Practical Ways to Cultivate
Inclusion & Build a Better Team™

HELPING
**CLIENTS
SUCCEED.**

Fundamental
Beliefs of
**Trust & Inspire
Leaders™**

**Inclusive Hiring
and Advancement**

Navigating
**Difficult
Conversations**
Turn Tension Into Progress™

Executives

Lead an Organization

The **4** Essential Roles of
LEADERSHIP

The **4 Disciplines** of
Execution

Leading at the
Speed of Trust

THE **7 HABITS**
of Highly Effective People®
SIGNATURE EDITION 4.0

LIZ WISEMAN'S
MULTIPLIERS
HOW THE BEST LEADERS IGNITE EVERYONE'S INTELLIGENCE

CHANGE
How to Turn Uncertainty Into Opportunity™

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BIAS™**

**Inclusive
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Practical Ways to Cultivate
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HELPING
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Leaders™**

Navigating
**Difficult
Conversations**
Turn Tension Into Progress™

**Inclusive Hiring
and Advancement**



FranklinCovey
All Access Pass **Plus**

Determine Delivery Approach



Content Delivery Options



Instructor Led Courses

VHA Internal Facilitator Led

- Certification Required and available through the All Access Pass

FranklinCovey Consultant Led
Additional Charge

- Live Online or Live In-Person

Lunch & Learns

Multiple resources available to support, to include:

- Articles
- Videos with discussion guides
- Tools
- 2-Minute Mentor Videos

OnDemand Learning

Robust OnDemand Courses and Microcourses

OnDemand Resources Include:

- Articles
- Videos
- Tools
- Application Challenges
- OnDemand Modules

Blended Learning Journeys

Flipped Classroom

FLIP:
Flexible Environment,
Learning Culture,
Intentional Content,
Productivity Increase

- Focus on Learning, Collaboration, and Reinforcement
- Instructor Led & OnDemand Learning

If you're interested in drafting a learning journey for a specific need, please reach out to your FranklinCovey Support Team

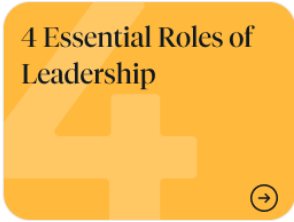
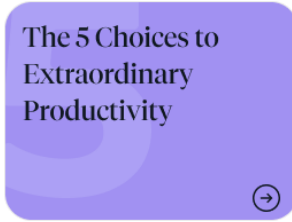



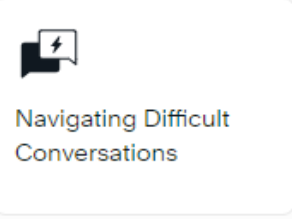








- Amber Sprague – Program Manager: Amber.Sprague@FranklinCovey.com
- Lindsay Jaremba – Implementation Strategist: Lindsay.Jaremba@FranklinCovey.com

OnDemand Courses



Client admins can assign content or learners can subscribe to solution based OnDemand learning:

Click the links under each tile to be taken to corresponding course in the Impact Platform.

 <p>4 Essential Roles of Leadership</p>	 <p>The 5 Choices to Extraordinary Productivity</p>	 <p>6 Critical Practices for Leading a Team</p>	 <p>The 7 Habits of Highly Effective People</p>	 <p>Change: How to Turn Uncertainty Into Opportunity</p>	 <p>Navigating Difficult Conversations</p>	 <p>Unconscious Bias: Understanding Bias to Unleash Potential</p>
The 4 Essential Roles of Leadership	The 5 Choices to Extraordinary Productivity	The 6 Critical Practices for Leading a Team	The 7 Habits of Highly Effective People: Signature Edition	Change: How to Turn Uncertainty Into Opportunity (Managers)	Navigating Difficult Conversations	Unconscious Bias: Understanding Bias to Unleash Potential
 <p>Fundamental Beliefs of Trust & Inspire Leaders</p>	 <p>Inclusive Leadership: Practical Ways to Cultivate Inclusion & Build a Better Team</p>	 <p>Leading at the Speed of Trust</p>	 <p>Working at the Speed of Trust</p>	 <p>Multipliers: How the Best Leaders Ignite Everyone's Intelligence</p>	 <p>Project Management for the Unofficial Project Manager</p>	 <p>Inclusive Hiring and Advancement</p>
Fundamental Beliefs of Trust & Inspire Leaders	Inclusive Leadership: Practical Ways to Cultivate Inclusion & Build a Better Team	Leading at the Speed of Trust	Working at the Speed of Trust	Multipliers: How the Best Leaders Ignite Everyone's Intelligence	Project Management for the Unofficial Project Manager	Inclusive Hiring & Advancement

*Additional courses may have been added since the creation of this document. Please contact your support team if you have additional needs not noted on this slide.

Microcourses

Client admins can assign content or learners can subscribe to solution based OnDemand learning:



1 Leadership

Lead a Team
Assessing Your Team
Coaching
Delegation
Developing and Retaining Talent
Developing Your Leadership Style
First 90 Days as a Manger
Innovation & Creativity
Leading a Hybrid/Remote Team
Onboarding New Employees
Strategic Focus
Strategic Thinking
Team Culture
Vision Setting

2 Individual Effectiveness

Lead Yourself	Collaboration
Accountability	1-on-1s
Achieving Goals	Challenging Employees
Career Development	Conflict Management
Establishing Credibility	Navigating Difficult Conversations
Growth Mindset	Hiring
Managing Energy	Managing Up & Across
Proactivity	Project Management
Self-Awareness	Running Meetings
Setting Goals	Working Remotely
Time Management	Communication
	Email
	Giving Feedback
	Listening
	Persuading Others
	Presenting
	Receiving Feedback
	Writing

3 Winning Culture

Winning Culture
Adaptability
Belonging
Building Relationships
Trust
Emotional Intelligence
Extending Trust
Identifying Bias
Leading Change
Psychological Safety
Reducing Bias
Work-Life Boundaries

4 Achieve Breakthrough Results

Achieve Results
Achieving Team Goals
Motivating Your Team
Negotiation
Setting Team Goals

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Certification and Delivery



Getting Certified & Leading Instructor Led Training



FranklinCovey offers Two Options for certification:

OPTION #1

Included in the contract is the ability for internal VHA staff to obtain fully virtual, self-paced certification. There is no cost for this option and the process for certification and delivery of content is described in the following slides.

OPTION #2

If you prefer live-certification or facilitator excellence training, hosted by a FranklinCovey consultant, please contact Amber Sprague to discuss options and pricing.

Amber Sprague – Client Partner:

Amber.Sprague@FranklinCovey.com

Virtual Certification Process



Observe and Participate

Attend an Instructor Led Session as a Participant.

- If you are unable to do this, simply watch the virtual certification videos once through with a participant kit and from the learner perspective.

Put on your Facilitator Hat!

Watch all virtual certification videos with your facilitator kit open (can be digital or hard copy facilitator kit).

- Essential Videos
- Supplemental Videos
- Certification Videos

Review

- Delivery PowerPoints
- Facilitator Guide
- Participant Materials
- Work Session Videos

Notify VACare

Reporting is critical to ensuring the success of this contract. Please notify vacare@franklincovey.com with the following information:

- Name
- VISN & Facility/Program Office
- Content Area
- Date Completed

VACare will send you a certificate of completion.

Most certifications take **approximately 20 hours** to complete.

This includes all videos, documentation review, session participation, and facilitation practice.

FranklinCovey also offers a Facilitator Excellence program that can be delivered to your facilitators. Reach out to your support team for more information. *Additional Charge*

How To Access Facilitator Certifications & Materials



Step 1: Log into your Admin Platform VISN URL

- **NOTE:** The Learner Platform is **SEPARATE** from the Admin Platform. You will want to log into the Admin Platform through the VHA Website under the **VISN Admin Portals** section (see image 1)
- You can find your specific VISN URL on the VHA website here: [VHA Website](#) (see image 1)

Step 2: Search Course you want to certify in the Library Tab

- Go to the **Library Tab** and **Search** what course you want to get certified in
- Click on the course and go to the **Facilitation Tab** at the top (see image 2)
- Launch Certification Videos
- Once completed with Certification Videos, please email VACare@FranklinCovey.com to let them know and they will give you a certificate of completion and make sure that it's captured in ROI reporting
- **NOTE:** There will be additional materials on the **Materials Tab** in the course as well (see image 3)

VISN Admin Portals

Access your VISN's Unique Admin portal using the links below:

VHA PO	VISN 1	VISN 2
VISN 4	VISN 5	VISN 6
VISN 7	VISN 8	VISN 9
VISN 10	VISN 12	VISN 15
VISN 16	VISN 17	VISN 19
VISN 20	VISN 21	VISN 22
VISN 23		



FranklinCovey All Access Pass Library

Assign Course **Facilitation** Materials

Multipliers: How the Best Leaders Ignite Everyone's Intelligence

2

Prepare to Facilitate Live Events

Your preparation as a facilitator is essential, and these resources will help you prepare. Download the relevant Facilitator Guide and their certification videos.

Facilitator Videos

Launch Certification Videos

FranklinCovey All Access Pass Library

Assign Course Facilitation **Materials**

3 Multipliers: How the Best Leaders Ignite Everyone's Intelligence

See next slide for **Preparing to Deliver**

Prepare to Deliver:

What's next after getting certified?

All Facilitator Resources are in the **Facilitator Tab**

- Participant Guides can be downloaded and sent to learners digitally or learners have access to them from their Learner Platform. See directions below on how Learners can access Participant Guides from their Learner Platform
- Physical Participant Guides/Kits are also available upon request
 - These are generally used for Live In-Person Facilitation and are \$45 per kit for all courses
 - Please reach out to Madalyn.Budzik@FranklinCovey.Com for physical kits, pricing and invoicing.

1-Day Live In-Person Materials

- Facilitator PowerPoint (Embedded - Open Captions)
- Facilitator PowerPoint (No Video)
- Facilitator PowerPoint (Player)

Live-Online

- Placeholder - should be 1420

Transcripts

- Video and Audio Transcripts

Facilitator Guides

- Facilitator Guide
- Scenario Cards
- Facilitator Guide for Live Online Flexible Platforms

Deploy in Your Organization

Use the links below to download participant materials for this solution.

Participant Materials

- Participant Guide (Form-Fillable)

Performance Support

- Performance Support, Introduction and Email Templates
- Performance Support, Week 1 10-minute Action
- Performance Support, Week 1 Article 1
- Performance Support, Week 1 Article 2

DIRECTIONS ON HOW LEARNERS CAN DOWNLOAD/PRINT THE PARTICIPANT GUIDE

Click here to go to your Learner Platform: [Learner Platform](#)

- Go to the **Explore Tab** and **Search** what course you want download/print the participant guide from
- Click on that course and scroll all the way down to **Additional Resources**
- Click on **Tools and Cards**
- Open up the **Participant Guide** and save this. You will use this guide throughout the course

See next slide for **Facilitator Best Practices**



Facilitation Best Practices



Watch all videos, twice...

- Once from the lens of a *learner*
- Once from the lens of a *facilitator*

“Enhance your Facilitator Guide, e.g.”

- Generate relevant work examples that will apply to your learners
- Complete all the participant guide exercises yourself
- Jot down contingency plans to help you in a time crunch. (e.g. if time runs short, have participants complete Application Exercise questions 1 & 3 only.)

Do a practice session with 2-3 colleagues

Co-Facilitate with a peer

Prepare for plan B if learners do not attend

- Create plan for either a make-up class or OnDemand learning they can do. Your Implementation Strategist can help with this as well

**“The difference between
ordinary and
extraordinary is
practice!”**

Vladimir Horowitz

See next slide for additional **Facilitator Best Practices**

Facilitation Best Practices Continued...



Questions to ask yourself for prepping:

- Is there any pre-work needed to get out?
- Do I need to communicate any information to participants?
- Do I have my facilitation days all set up?
- Do I have my follow-up/re-cap plan all set?
- Do I need any support from FranklinCovey?
- Did I do a run-through with the PPT slides and make sure the network settings are all good?
- Do I need a “producer” for live online or live in-person helper to direct questions and help with technical issues?

Train the Trainer: An additional option is to hire a FranklinCovey Consultant to do a train-the-trainer session. You can choose to:

- Observe
- Co-Facilitate
- Be Coached

Email vacare@franklincovey.com to learn more about pricing and working with a FranklinCovey Consultant!



This site contains some great facilitator videos on body language and visual facilitation: [Engage with us.](#)
(Scroll to the bottom of the page)

Post Delivery Follow Up



Reporting After Your Delivery:



Usage is key to the success of any contract.

Any time you share any FranklinCovey resource with a learner who isn't actively logged in, we are unable to track their usage.

Please report your facility's utilization in one of the following ways:

TMS

TMS has codes for each of the courses available for instructor led delivery. If you manage registration and completions through TMS, we will be provided a copy of that roster at the end of each month by the National TMS team, and there is no additional action required.

Send Rosters

If you are using manual rosters, please provide a copy to VACare@FranklinCovey.com to ensure your facility usage is reported correctly and that your participants receive continuing education credits. Please include:

- Email Addresses for Learners
- Name of Certified Instructor
- Date of Course
- Live Online or Live In-Person
- Content Title

Continuing Education Credits



What is a Continuing Education Credit (CEC)?

- Learners are eligible to receive Continuing Education Credit for instructor led full courses and select OnDemand Modules.
- Please visit this [LINK](#) for a detailed PDF of the content and modules eligible for CEC's.
- If you have additional questions on earning CEC's, please email VA care at VACare@FranklinCovey.com

If you would like your students to receive CECs for a course you've delivered, please email VACare@FranklinCovey.com with the following information:

- First and Last Name of the person that completed the course(s)
- Email address of the person that completed the course (s)
- Title of the course you completed
- The date of the course you completed
- Name of the person that Facilitated the course
- **NOTE:** Once you email VACARE with this information, it will take our team about 6 weeks to process the CEC's and after they have been processed, each individual participant will get an email from FranklinCovey with a link to download their certificate.

Alternative Usage – This is the most critical factor in tracking usage for contract renewal

What qualifies as Alternative Usage?

Below are a few examples of the types of usage we need your help tracking!

- **Instructor Led** (In-person or Online) - Full or portions of courses. If you track in TMS, no need to double report.
- Facilitator Certification Completion of any FranklinCovey Course
- If you share **ANY** content from FranklinCovey (Articles, videos, tools, etc.) during any of the below forums, please let us know:
 - Lunch and Learns
 - Town Halls
 - Flipped Classrooms
 - Newsletters
 - Sent via email, MS Teams and other platforms
 - Posted in digital platform

How to track Alternative Usage:

Any time you identify Alternative Usage within your facility, please let us know so we can award usage to your facility.

- Complete the simple survey [here](#).
 - Approximately when was the content delivered?
 - How many VHA Employees participated in the training?
 - What and how did you share the information?
- Please reach out to VACare@FranklinCovey.com if you have any questions

Sustainment & Engagement



Sustainment Learning & Best Practices



Sustainment Learning is so important to not only maintain learning, but to keep the learner engaged and wanting to continue their L&D journey.

We have several courses and content areas that the learner can do to continue their journey. **Here are some tips we recommend:**

360 Diagnostic Assessment

This is a great way for the learner to see a detailed report on things they are great at and things they can improve on. The 360 lights that internal motivation flame to want to curate their own learning journey and gain buy-in

[Click Here for 360 Page](#)

Create a Winning Team

Creating a team of people to own Admin duties, content, facilitation, sustainment learning, and follow through is crucial to keeping a L&D initiative alive

TIP:

Create a list of ownership/task items and make sure each person is assigned to them

Incorporate L&D into individual & team goals and core values

Building L&D into goals and discussing progress at regularly scheduled meetings can be great with keeping people engaged. Always speaking to how L&D applies to your core values creates buy-in and accountability

Sustainment Best Practices Continued...



Coffee Chats/Lunch & Learns

Short but sweet meetings you can set up to discuss content areas, real-time struggles/challenges, and get feedback.

TIP:

Could focus on one topic and discuss that with the group with some takeaways and get feedback on what they might want to focus on for next meeting

Checkpoints

Building checkpoints into already scheduled meetings can be low input/high output. Reserving 15 minutes in each meeting to discuss progress, feedback, and to even prop people out can be easy and also a great reminder to sign up for courses, invest in yourself, and bring up obstacles.

TIP:

This would be a great time to prop people out that are really involved and have people give testimonials

Accountability Groups

Sometimes it can help to create groups/buddies that hold each other accountable. These groups can meet up on a regular basis to discuss L&D and real-time situations challenges/solutions they can solve as a group.

TIP:

Always a good idea to designate someone as the “leader” of the group. The person that sets the meetings and helps to facilitate topics, discussion, etc.

Engagement Ideas & Best Practices



Super Chats

Meetings we can help coordinate and facilitate to get learners on a meeting to demo the platform, cover specific topic areas, and help with engagement

If this is something you would like to do, please reach out to:

Amber.Sprague@FranklinCovey.com
and
Lindsay.Jaremba@FranklinCovey.com

Delegation & Empowerment

It's important to make sure you have your key players in place when executing a L&D plan. Having a team of people own certain tasks and get involved can not only help distribute ownership, but create a level of empowerment

TIP:
Delegating to an aspiring leader or learner that has high usage is a great place to start

Reporting & Visibility

Utilizing our reporting and giving learners the right visibility is important.

TIP:
Schedule reminders in your calendar to send out regular reporting and/or updates in any of your communication channels. For more information on reporting, [Click Here](#)

Click [here](#) for Top 5 tips for Successful Program Launch