

## Needs Assessment Checklist: Demi's Mobility Company

**Course:** Demi Phone(Code Name), New Technology(Mobile Phone), Product Release Training

### General Course Description / Sequencing:

Course will consist of one web based module, one instructor lead demonstration class and one product release rollout training, for the executives and stakeholders.

**Module 1: On-line training:** Demi's Mobile Product Specifications {Management and Employee Training}

**Module 2: Classroom training:** Engaging Your Customer with Demi {Sales Training}

**Module 3: WebEx Global Training:** Introducing Demi to the Executives and Stakeholders {Rollout}

*Prerequisite required-Module 1: Demi's Mobility Product Specifications, Demi Phone –(Code Name)*

| Instructional Assessment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |   |   | Support / Resource Needs                                                                                                                                                                                                                                                |   |   |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| Module/Section                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1 | 2 | 3 | Module/Section                                                                                                                                                                                                                                                          | 1 | 2 | 3 |
| <b>Business Goal(s):</b> <ul style="list-style-type: none"> <li>To promote awareness and transfer knowledge about the new Demi Phone to employees and customers in the mobile market in an effort to increase sales and become a leader in the market.</li> <li>Prepare global sales team with knowledge required to provide demonstrations to customers</li> </ul>                                                                                                                                                  | X | X |   | <b>Personnel:</b> <ul style="list-style-type: none"> <li>Global management</li> <li>MCG SMEs</li> <li>Instructors</li> <li>Participants</li> <li>IT support</li> <li>Online Facilitator</li> </ul>                                                                      | X | X |   |
| <b>Learning Needs:</b> <ol style="list-style-type: none"> <li>To transfer new and revised knowledge to the sales team to efficiently prepare their sales approach.</li> <li>To demonstrate the new capabilities of this product.</li> <li>Deliver objectives in alignment with Business Goals</li> </ol>                                                                                                                                                                                                             | X |   |   | <b>Facilities</b> <ul style="list-style-type: none"> <li>Access to Training Rooms*</li> <li>Office desk</li> </ul>                                                                                                                                                      |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   | X |   | <b>*Training location for remote operations</b>                                                                                                                                                                                                                         |   |   | X |
| <b>Priorities &amp; Constraints</b> <ol style="list-style-type: none"> <li>Trainees will have to register for this course.</li> <li>Course will be tracked for completion.</li> <li>Instructor Lead Training will require sign in.</li> <li>On-line training module requires qualitative testing prior to launch.</li> <li>Mandatory participation in training is essential to desired business need.</li> <li>Executives and Stakeholders will have to attend, regardless of busy schedules (Time Zones)</li> </ol> | X | X |   | <b>Equipment:</b> <ul style="list-style-type: none"> <li>Computer workstation</li> <li>LMS</li> <li>Demi Phone (Code Name)</li> <li>Big screen</li> <li>Network</li> <li>Markers</li> <li>Participant handouts</li> <li>Projector</li> <li>Meeting Room/hall</li> </ul> | X |   |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | X |   |   |                                                                                                                                                                                                                                                                         |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | X | X |   |                                                                                                                                                                                                                                                                         |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | X |   |   |                                                                                                                                                                                                                                                                         |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | X | X |   |                                                                                                                                                                                                                                                                         |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   | X |                                                                                                                                                                                                                                                                         |   |   | X |
| <b>People to Train:</b> <ul style="list-style-type: none"> <li>Demi Mobility Sales Team</li> <li>Executives &amp; Management</li> </ul>                                                                                                                                                                                                                                                                                                                                                                              | X | X |   | <b>Schedule</b> <ul style="list-style-type: none"> <li>Mandatory classroom module 2</li> <li>5 classrooms globally</li> <li>3 Virtual Webinars to satisfy different time zones</li> </ul>                                                                               |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   | X |                                                                                                                                                                                                                                                                         |   |   | X |
| <b>Topic:</b> <ul style="list-style-type: none"> <li>Demi Phone, product release specifications</li> <li>Prospective ROI</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                  | X |   | X |                                                                                                                                                                                                                                                                         |   |   |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   | X |                                                                                                                                                                                                                                                                         |   |   |   |
| <b>Training Purpose:</b> <ol style="list-style-type: none"> <li>Increase and transfer product knowledge by educating the Demi's Mobility Company sales employees on product technical specifications and capabilities. Release info.</li> <li>To role play and demonstrate scenarios where a trainee can help demonstrate the new features of the upgrades.</li> </ol>                                                                                                                                               | X | X | X | <b>Budget: \$55,500</b> <ul style="list-style-type: none"> <li>Development: \$30,000</li> <li>Participant Time: \$15,000</li> <li>Instructor Time: \$10,000</li> <li>Handouts: \$500</li> </ul>                                                                         | X | X | X |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   | X |   |                                                                                                                                                                                                                                                                         |   | X |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   |   |                                                                                                                                                                                                                                                                         |   | X |   |

- Speed
- Battery Life
- Architecture
- Power
- Competitive
- New hand gestures

