



Choose a path ...



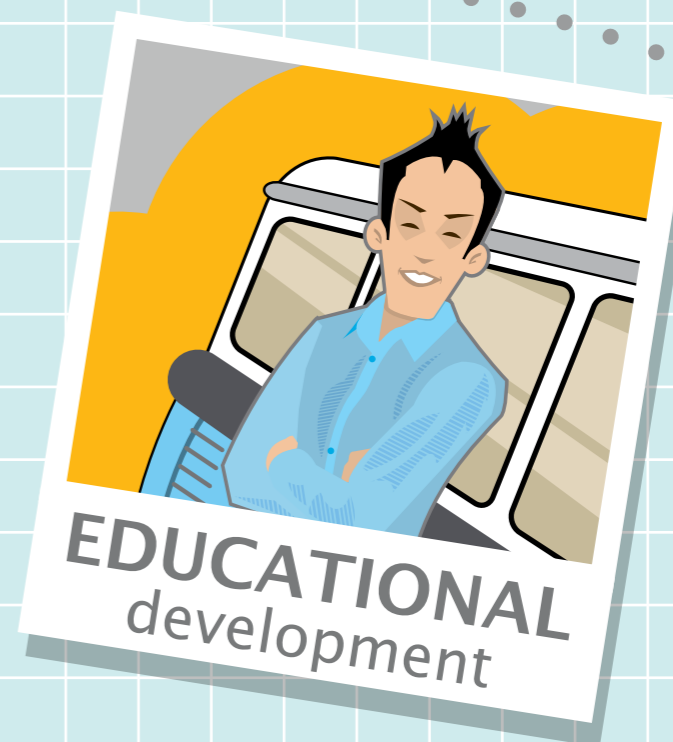
PERSONAL development

- Task 1 - Make a health decision
- Task 2 - New Employment Opportunity
- Task 3 - Attend a local event
- Task 4 - Read a Book
- Task 5 - Tell your story
- Task 6 - Review IDP with Your Mentor
- Task 7 - Senior Instructor Observation
- Task 8 - Volunteer



PROFESSIONAL development

- Task 1 - Build your IDP
- Task 2 - Review your IDP with Leader
- Task 3 - Find a mentor
- Task 4 - Attend a local job related event
- Task 5 - Job Shadow
- Task 6 - Attend a DOS Meeting
- Task 7 - RAE Ride Along
- Task 8 - Presentation - ARSM Meeting



EDUCATIONAL development

- Task 1 - Harvard Review Course - Career Management
- Task 2 - Take a Course Related to Technology
- Task 3 - Harvard Review Course - Feedback Essentials
- Task 4 - EE Task Team Plays - SCCS
- Task 5 - Harvard Review Course - Managing Upward
- Task 6 - Record Yourself
- Task 7 - LSO Course - Managing and Retaining Gen Y
- Task 8 - Customer Experience Book/ Article Review



Go to Badge Tracker



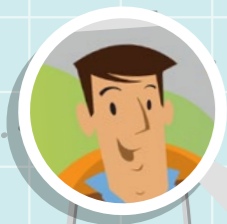
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Activities



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Let's Get Healthy

Overview: *Make a Decision Related to your Health*

- Make a decision related to your health

Goal: *What's in it for you?*

- This is an opportunity to make a decision that will have long lasting benefits to your health and well-being.

Preparation: *What should I prepare?*

- Determine what the healthy options are
- Make a decision about which you'd like to pursue
- Depending on what you decide on, find a local or internet support group to keep you on track
 - <http://www.quitnet.com>
 - <http://www.weightwatchers.com>
 - <http://www.sparkpeople.com>

activity

1





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Make a Decision Related To Your Health



Debrief: *What did I learn?*

- Develop summary of health related decision
- Write up planned actions
- Follow up in 3 months for re-evaluation of plan

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Now that you've made the decision to get healthier, it's important to follow through. Make sure you use whatever resources and support systems that you found.

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NOTES



Earn A Badge



Personal Development Map



*And now, let's investigate
your opportunities!*

Overview: *New Employment Opportunity*

- Research and identify a new employment opportunity.

Goal: *What's in it for you?*

- This is an opportunity to see what employment opportunities are available that you are qualified for and to help you gain the skills necessary to move into such a position.

Preparation: *What should I prepare?*

- Determine what your employment goals are for the next 5 years
- Write a list of current qualifications
- Begin searching for positions that meet current qualifications
- Search for positions that utilize current qualifications and will allow you to develop and grow as a professional





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New Employment Opportunity



Debrief: *What did I learn?*

- Write summary of employment opportunity
- Update resume to reflect current qualifications that are relevant for desired position
- Set up 1:1 with supervisor to discuss career plans and how they can help you to develop the required skills to achieve your professional goals.



So now that you've found a new employment opportunity that either uses your existing skills or requires new skills, make sure you refine those skills to advance your career.



NOTES



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Personal Development Map





Are you ready for your next adventure?

Overview: *Attend a Local Event*

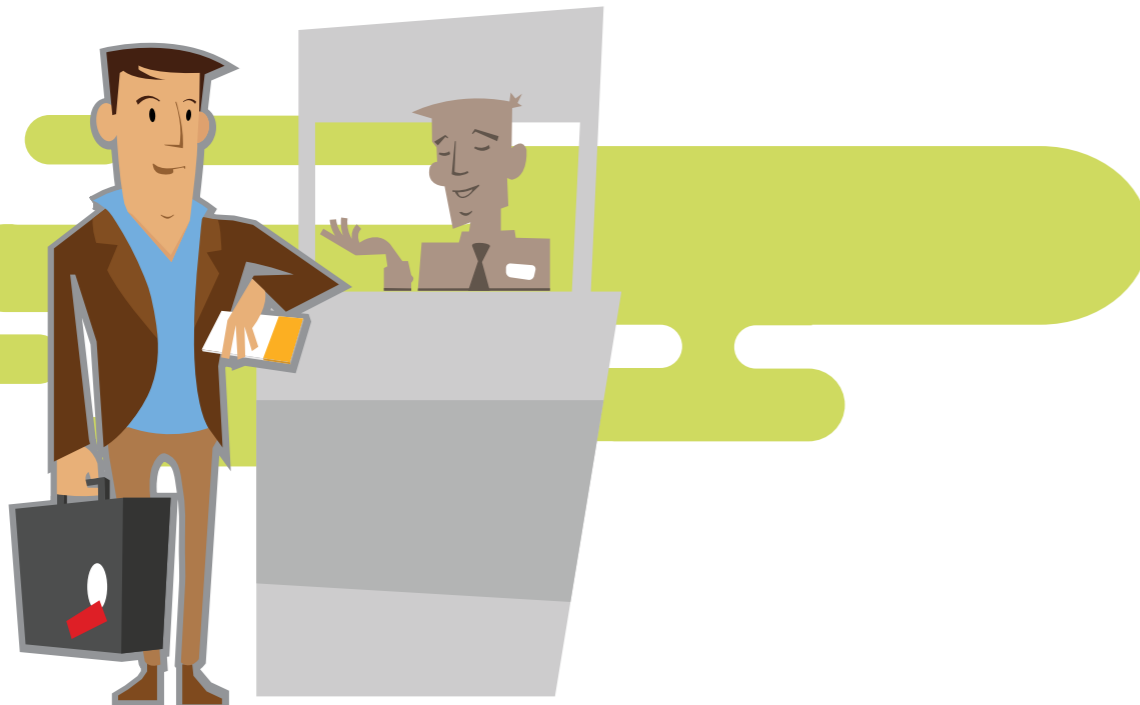
- Research and attend a local event and earn a badge.

Goal: *What's in it for you?*

- This is an opportunity to expand your network, learn new skills, and further develop existing skills.

Preparation: *What should I prepare?*

- Determine what you would like to gain from attending local event
- Research and decide upon an event and/or organization
- Find out what you need to do in order to be invited to, or register for, the event





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Attend a Local Event (Toastmasters, Chamber of Commerce, etc.)



Debrief: *What did I learn?*

- Develop a summary of what you gained from the event and present it to your AD.
- Include in your summary:
 - What was the organization and what do they do?
 - When and where was the event?
 - What did you learn?
 - How can you utilize this knowledge in your personal and professional life?
- If appropriate, send a thank you note to the head of the organization that sponsored the event.



I'm sure you found attending a local event valuable. Make sure you keep in touch with any connections that you made.



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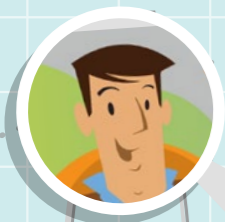


Earn A Badge



Personal Development Map





activity
4



Put the TV remote down and update your status on facebook to "Reading a Book"

GATES 12-22

Overview: *Read a Book*

- Read a book of interest within the realm of personal development and education and apply 3 things you learned from the book.

Goal: *What's in it for you?*

- This is an opportunity to enhance your education and personal development by reading a book of your choice.

Preparation: *What should I prepare?*

- Consider getting a library card for future use
- Obtain a book of interest
- If carrying around a book is not feasible or adds to the number of materials you carry on a daily basis, consider using your smart phone or tablet and download eBook applications.
- Choose a method of note-taking while reading the book - after each session, chapter, etc.
- Book Suggestions and eReading Resources:
 - The Carrot Principle
 - The New Experts
 - 10 Steps to Successful Meetings
 - The Connect Effect
 - The Corporate Culture
 - Survival Guide
 - The Digital Handshake
 - Who Moved My Cheese



Read a Book

GATES 12-22
→



Debrief: *What did I learn?*

- Develop a summary of what you learned from the book.
- What and what will you apply the 3 concepts towards:
 - Personal
 - Professional
 - Education
- Inform and involve your AD in need of assistance and feedback



Take what you've learned from your book and expand your horizon by applying your new skills



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Read a Book



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Personal Development Map





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Time to share more about yourself with the world.

Overview: *Biography - Tell your story*

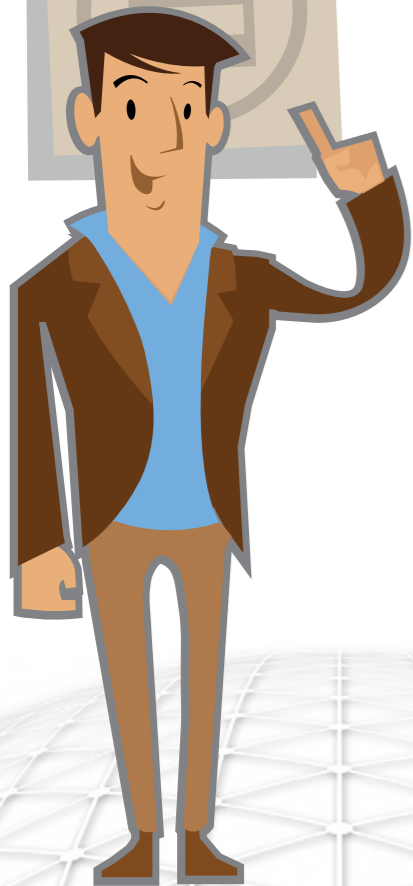
Create a one page biography on your personal and work life to use for things such as T-space and future engagement opportunities.

Goal: *What's in it for you?*

- By having a personal history and work history biography prepared for T-space as well as future engagements will help you to maintain credibility with co-workers as well as future trainees within the company. In addition you will be prepared for future events to tell your history.

Preparation: *What should I prepare?*

- Inform your supervisor of your intention to complete the biography
- Identify a completion date
- Prepare a one page Word document that can be formatted as a resume or broken into separate sections of Work history and personal history.



activity
5



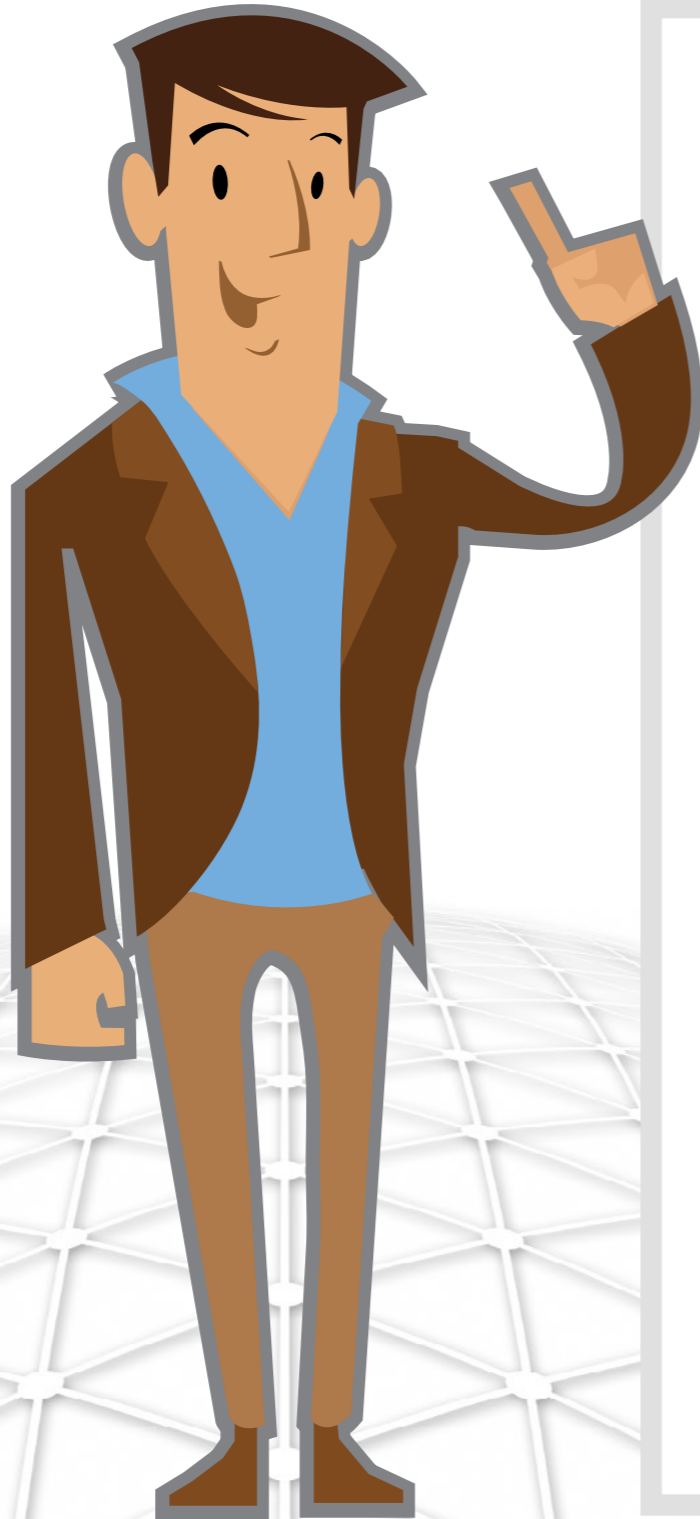
Personal Development Map





PERSONAL development

Biography - Tell Your Story



Debrief: *What did I learn?*

- Develop a summary of what your takeaways from creating a biography present them to your supervisor.
- Identify uses for the biography and the “WIIFM” of having a biography
 - T-Space Use
 - Future engagement opportunities the biography can be used for such as future career movement
 - How to utilize the biography to build credibility and impact
Willingness To Recommend in the classroom
- Post your biography to your T-space page in addition to emailing the biography to your supervisor for future use.
 - Work with your supervisor to add additional items
 - Consistently maintain and update the biography as items will need to be added continuously



Now that you’ve had the chance to create your biography, how will it enhance your career? How can you use this biography throughout your personal life and work life? You tell us.



NOTES





Sharing the IDP you created with your Mentor will allow for greater collaboration and accountability toward your success. Let's take a look at the steps to sharing this valuable document with your trusted new partner.

Overview: *Present Your Individual Development Plan (IDP) to Your Mentor*

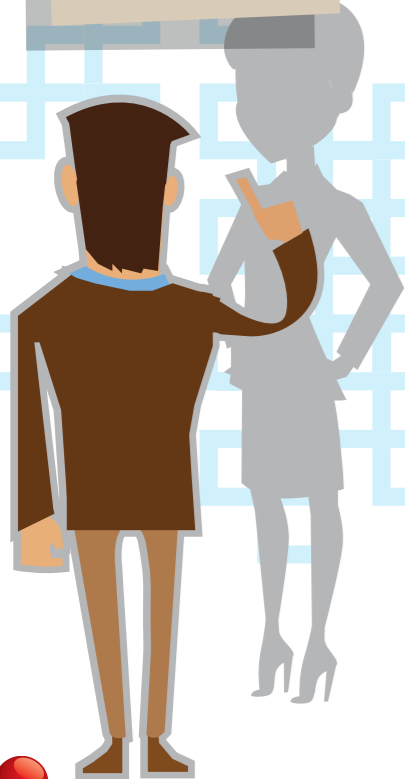
Deliver a presentation on your Individual Development Plan to your mentor during your 3rd scheduled mentoring session.

Goal: *What's in it for you?*

- Having your mentor 'in the loop' for your Individual Development Plan will help ensure you have additional motivation and support to reach the goals established for your professional development

Preparation: *What should I prepare?*

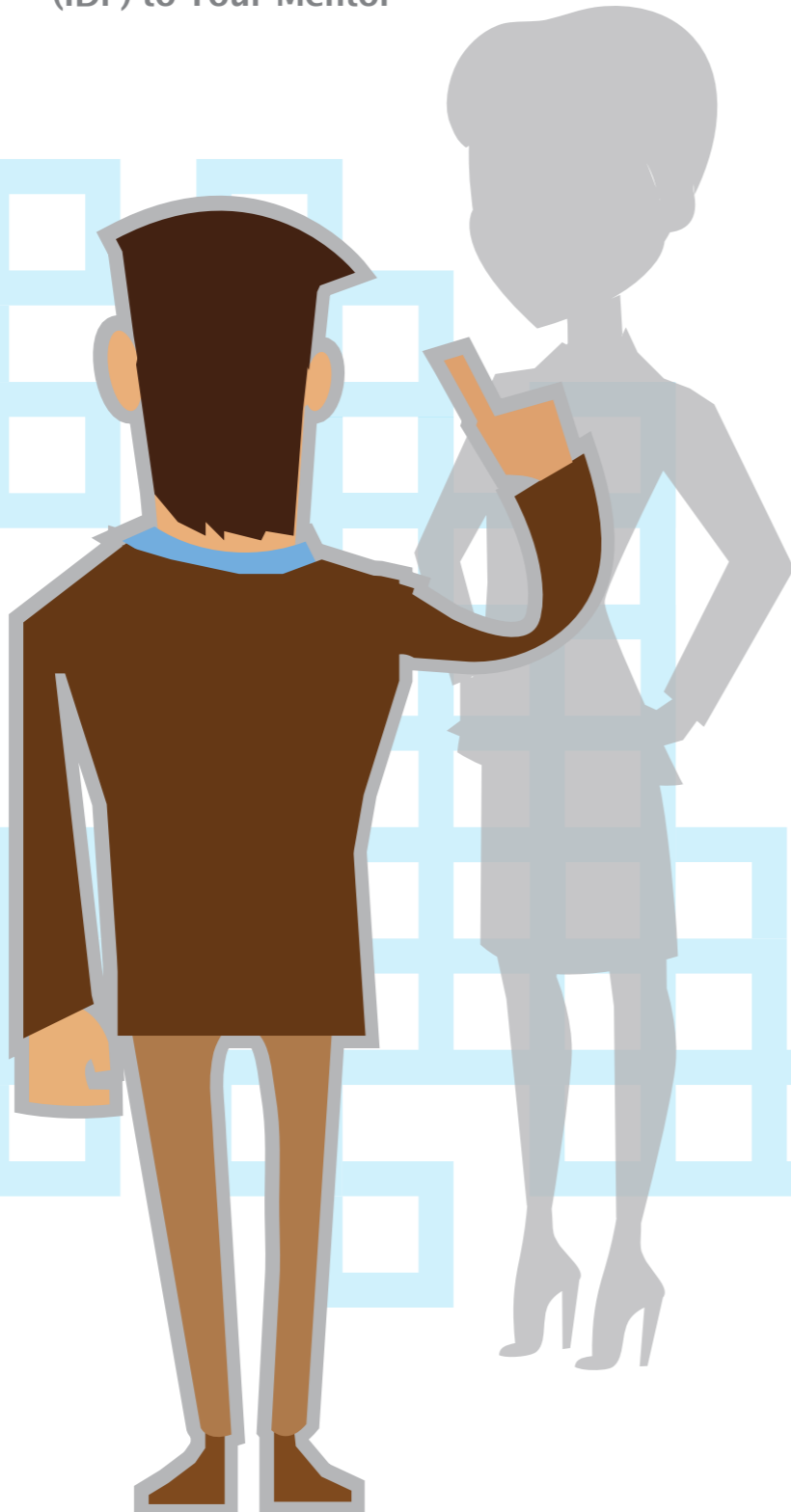
- Create your Individual Development Plan with your immediate supervisor as requested in the "Create an Individual Development Plan" play
- Submit a copy of your Individual Development Plan to your mentor prior to your 3rd scheduled mentoring session
- Review Mentoring Resources: http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=SelfDev10_Mentoring
- Present your Individual Development Plan to your mentor
 - Define your known strengths
 - Define your hidden talents as identified by your supervisor
 - Tie in Level 1 Participant Survey verbatim feedback comments where applicable
 - Define your known areas of opportunity
 - Define any 'fatal flaws' as identified by your supervisor
 - Provide any additional feedback received during the Individual Development Plan process from your supervisor
 - Present 360 Degree Feedback Survey Self-Analysis Results (if approved by supervisor to participate)
- Review with your mentor your results from your most recent My Performance Plan review
 - Connect areas of focus from MPP to Individual Development Plan action items
- Establish action items and follow up points with your mentor to check your progress on your Individual Development Plan





PERSONAL development

Present Your Individual Development Plan (IDP) to Your Mentor



Debrief: *What did I learn?*

- Provide feedback to your supervisor after the mentoring session where your Individual Development Plan was reviewed
- What feedback did your mentor have around how to further your strengths?
- What feedback did your mentor have around how to grow your success within your areas of opportunity?
- What commitments did you make to your mentor, and what time frames were established for follow up?
- How will your mentor help you to reach success with your Individual Development Plan?
- How will making the necessary improvements better prepare you for the role you are seeking to move in the direction of?



Now that you are on a steady course with your Mentor, you will be able to reap the benefits of having this partner in your development. Keep growing and working toward the plan you've set forth on together.



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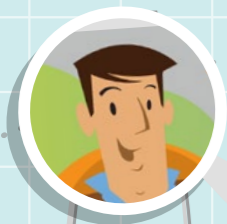


Earn A Badge



Personal Development Map





*Next up, a chance to learn
from your peer...*

Overview: *Senior Instructor Observation*

- Schedule a time to observe a Senior Instructor on either a curriculum you just completed a Train-the-Trainer session on, a curriculum you either would like to improve your skills on or would like a new perspective.

Goal: *What's in it for you?*

- Gather a new perspective, knowledge and best practices from an experienced and successful peer. This will also be an opportunity to either expand your network or reinforce a relationship with a peer.

Preparation: *What should I prepare?*

- Identify, along with your immediate leader's input, what skills you would like to improve or build on then determine what Senior Instructor you will observe.
- Review the "Willingness to Recommend" (WTR) results of your previous class participants
- Review your verbatim comments from your Level 1 surveys
- Work with either your AD and/or the identified Senior Instructor's AD to determine schedule availability.
- Contact the Senior Instructor to get any pertinent details about the training.
- Prior to attending the class consider the following:
 - What specific areas of the curriculum am I unsure of, need help with, or want to get better results with?
 - What do my verbatim comments and my previous participant's WTR results reveal about my facilitation effectiveness?



activity

7





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Senior Instructor Observation



Debrief: *What did I learn?*

- Develop a summary of what you observed during your Senior Instructor observation and present it to your immediate leader as well as the Senior Instructor's AD.
- Include in your summary your insights about the following questions.
 - What did you learn from observing this instructor? List three things.
 - What does this instructor do to keep their participants engaged?
 - What does this instructor do to drive the WTR results of their participants?
 - What will you do to improve the WTR results of your participants?
 - What will you implement or do differently because of this observation?
 - How will you build on this peer relationship going forward?
- Send a thank you email or an eCard to the Senior Instructor.

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I'm sure the time with your peer gave you some key learnings, which play or path will you choose next?

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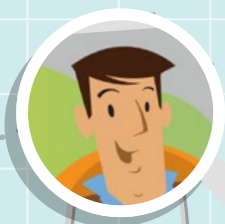


Earn A Badge



Personal Development Map





Ready to make a difference and better your community?

Overview: *Volunteer - Community Assistance*

Volunteer your time to assist another organization or community

Goal: *What's in it for you?*

- Learn how to find different programs or non-profit organizations to volunteer your time
- Learn how volunteering benefits you and the organization you are providing your time to

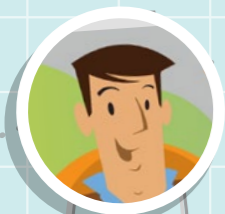
Preparation: *What should I prepare?*

- Research opportunities within your local community to volunteer
- Identify an organization to volunteer with
- Contact the organization to determine how you can provide your time
- Schedule out time to support your organization through fundraising and hands on activities

activity

8





PERSONAL development

Volunteer – Community Assistance



Debrief: *What did I learn?*

- Identify how this organization benefited from the time you invested in the volunteer effort
- Log Volunteer hours through AT&T
- Report the findings of how volunteering benefits you in the classroom as well as representing the company
- How will volunteering locally increase reputation for AT&T improving overall willingness to recommend results within your local market
- How will volunteering increase revenue for your local market



I'm sure you found volunteering to help another organization rewarding. Making time for giving back in the future will keep the momentum going!

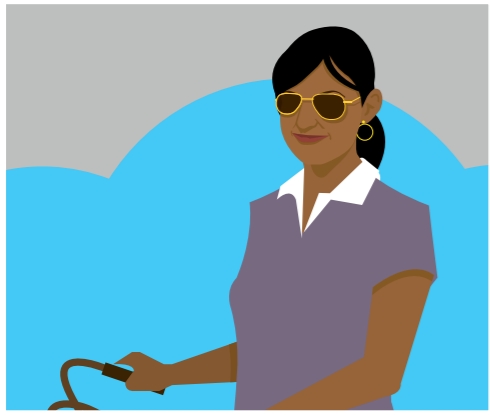


NOTES



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*The first steps in your career exploration have been completed
Time to take some action.*

Overview: *Build your Individual Development Plan (IDP)*

- Practice Self-Development (Folkman, 2002) by building your IDP to help set you on the correct professional path and earn another badge for your suitcase of knowledge.

Goal: *What's in it for you?*

- Identify the correct career path for yourself and map out the steps you need to take to get to your destination.

Preparation: *What should I prepare?*

- Visit OneStop for the tools you need to help you get started on your journey. Your Career Matters – Career Planning
- Make sure to set aside time to work through the career planning tools as well as for some self-introspection on what is important to you and what your goals are for yourself.
- Review any previous career plans or My Performance Plans (MPP) for previous goals and feedback.
- Review the Extraordinary Leader Model and the Core Competencies. Identify your Strengths and any Fatal Flaws. (Folkman, 2002)
- If you have completed the 360° Feedback process, review the results.

activity

1



Professional Development Map

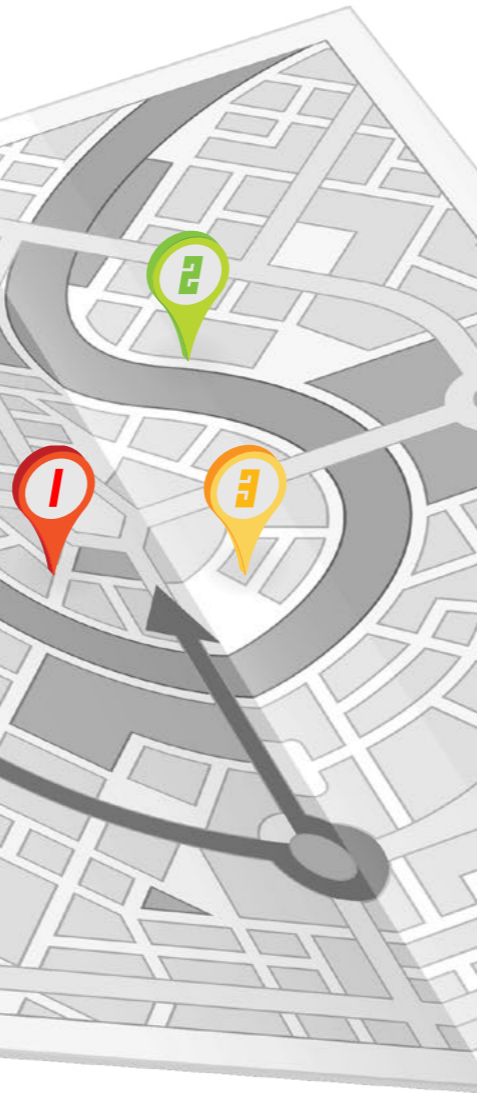




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Build your Individual Development Plan (IDP)



Debrief: *What did I learn?*

- Complete your IDP to share with your leader.
- Be prepared to share and answer the following questions with your leader:
 - What are my career goals?
 - What career paths have I identified?
 - What are the next steps?
 - What support do you need from your leader?
 - What support do you need from your mentor?
 - What additional training or development do you need?
 - What is your timeline for your goals?
- Schedule a 1:1 meeting with your immediate leader to review your IDP.

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Now that you built your IDP, you might want to set up a time to review it with your Leader. Check out which play can help you down the path...

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NOTES

Build your IDP



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Professional Development Map



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The first steps in your career exploration have been completed. Time to take some action.

activity

2



Overview: *Review your IDP With Your Leader*

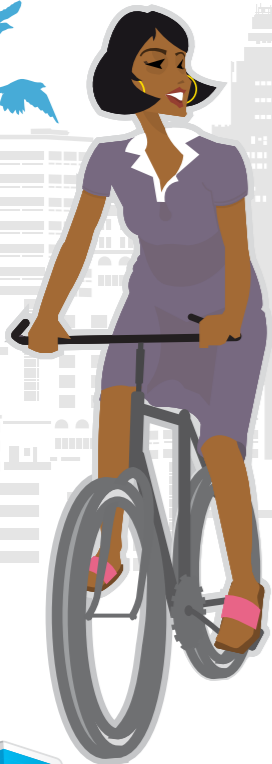
- Practice Self-Development by putting your IDP into action – review your IDP with your leader and earn another badge on your suitcase of knowledge.

Goal: *What's in it for you?*

- Take the next steps in putting your career plan into action and achieving your career goals.

Preparation: *What should I prepare?*

- Share your IDP with your leader. Review your Career Goals, along with the Strengths and Opportunities that you identified.
- Discuss what additional training or development you need.
- Gain your leader's feedback and perspective. Make any edits or additions to your IDP.
- Discuss the timeline targets for your IDP with your leader.
- What are the next steps you should take?



Professional Development Map





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Review your IDP With Your Leader



Debrief: *What did I learn?*

- Complete your IDP to share with your leader.
- Be prepared to share and answer the following questions with your leader:
 - What are my career goals?
 - What career paths have I identified?
 - What are the next steps?
 - What support do you need from your leader?
 - What support do you need from your mentor?
 - What additional training or development do you need?
 - What is your timeline for your goals?
- Schedule a 1:1 meeting with your immediate leader to review your IDP.



Now that you've reviewed your IDP with your leader, make sure to put your plan into action right away. Which play or path will you choose next to help you on your way?



NOTES



Earn A Badge



Professional Development Map





activity

3



Looking for new growth opportunities? Establishing a relationship with a mentor can provide support, knowledge, insight, and perspective on identified developmental needs.

Overview: *Find a Mentor*

- Utilize existing resources in OneStop to determine who would be your ideal mentor and establish a mentoring relationship and plan with this individual.

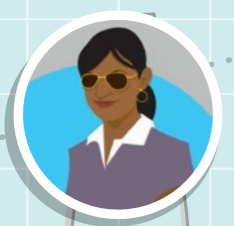
Goal: *What's in it for you?*

- Having a good mentor will help to support your professional and even personal development in a multitude of ways. Having a trusted partner in your career development who can help hold you accountable for your goals will create more drive to succeed, create networking opportunities, and shape you as a candidate for future opportunities.

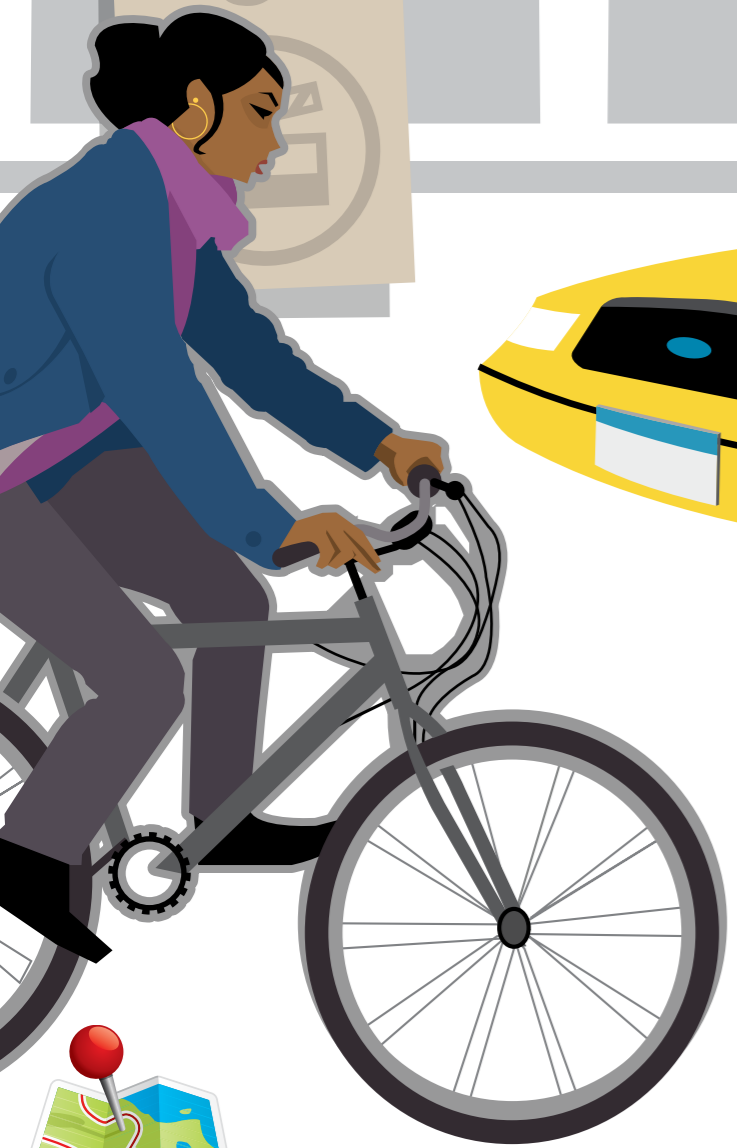
Preparation: What should I prepare?

- Locate available documentation on OneStop: http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=SelfDev10_Mentoring
- Review “Getting Started”, “Roles and Responsibilities”, “Benefits”, and “Finding A Mentor”
- Complete the Finding A Mentor Worksheet and review with your immediate supervisor
- Collaborate and determine which mentor from the worksheet is best for your professional goals, then contact the mentor to schedule your first meeting
- In the “Formal Mentoring Session Planning” section, complete the Individual Questionnaire and forward to your selected mentor prior to your first session
- Complete your first mentor meeting, and schedule your next session within 30 days of your first session





Find a Mentor



Debrief: *What did I learn?*

- Provide feedback on your first mentoring session to your supervisor:
 - Initial thoughts on the mentoring relationship
 - Action items you committed to your mentor
 - Action items your mentor committed to you
 - Next scheduled mentoring session
 - How will you build on this mentoring relationship going forward
- Send a thank you email or an eCard to your new mentor
- Enter Mentoring Session time into IUT Tracker as Professional Development > Mentoring Session

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Need Transition out statement

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NOTES



Earn A Badge



Professional Development Map





*Are you ready to learn
some new skills?*

activity

4



Overview: *Attend a local job related event*

Research and attend a local, job related event and earn a badge.

Goal: *What's in it for you?*

- This is an opportunity to expand your network, learn new skills, and further develop existing skills.

Preparation: *What should I prepare?*

- Determine what you would like to gain from attending local event
- Research and decide upon an event and/or organization
- Find out what you need to do in order to be invited to, or register for, the event
- Alert your supervisor that you will be attending event





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Attend a local job related event



Debrief: *What did I learn?*

- Develop a summary of what you gained from the event and present it to your AD.
- Include in your summary:
 - What was the organization and what do they do?
 - When and where was the event?
 - What did you learn?
 - How can you utilize this knowledge in your professional life?
- If appropriate, send a thank you note to the head of the organization that sponsored the event.



I bet you learned lots of valuable new tools that will enhance your job performance. Make sure you continue to grow those skills!



NOTES



Earn A Badge



Professional Development Map





*And now, gain insight into
a coveted position!*

Overview: *Job Shadow*

- Schedule a Job-Shadow opportunity with someone in the position you are looking for as indicated in your Individual Development Plan (IDP).

Goal: *What's in it for you?*

- This opportunity will help you gain a deeper understanding of the position you seek and an insight of the day to day responsibilities within the desired role; with clear expectations and the demands of the role.

Preparation: *What should I prepare?*

- Access Career Planning
- Review your IDP, choose from your Career Path One and Career Path Two choices from which to schedule a Job Shadow.
- Review your IDP – Focusing My Development section, consider your Competency to Build as notable areas to develop and application of those competencies in the desired role
- Reach out to someone within your desired role for an opportunity to conduct a Job Shadow.

activity

5





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Job Shadow



Debrief: *What did I learn?*

- Develop a summary of what you observed during your Job Shadow and present it to your AD as well as the supervisor of that role.
- Update your IDP - Competency to Build, as needed based on observations from your Job Shadow.
- Follow-up with the person you observed for additional feedback and review your observations.
- Send an e-card

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Need Transition out statement

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NOTES



Earn A Badge



Professional Development Map



*Are you ready to broaden
your perspective?*

Overview: *Attend a DOS Meeting*

- Schedule a time to attend one of your Director of Sales' (DOS) market meetings and earn a badge for your suitcase of knowledge.

Goal: *What's in it for you?*

- Gain a "BIG Picture"/Strategic perspective of the business and take the opportunity to expand your network as well as enhance your current market relationships.

Preparation: *What should I prepare?*

- Review the Sales Dashboard and Customer Experience Dashboard for the current performance of the DOS' market on the following:
 - KPI's (Key Performance Indicators)
 - Willingness to Recommend (WTR)
- What are the DOS' current market results on Instructor Led Trainings (ILT), Web Based Trainings (WBT) and Leading with Distinction (LwD)? Review the Master Training Dashboard for results. (Learning Services Portal – Consumer Market Retail)

activity

6





Attend a DOS Meeting



Debrief: *What did I learn?*

- Develop a summary of what you learned during the DOS' market meeting and present it to your immediate leader and your team.
- Include in your summary your insights about the following questions:
 - What are the Key Initiatives for the DOS' market?
 - How can you support or reinforce the DOS' Key Initiatives in the classroom, through facilitation or the curriculum?
 - What needs or gaps does the DOS' market have that you can address thru the training curriculum?
 - What can you do to aid retention of key learnings in training to help drive positive results in Company Owned Retail, Dealer & National Retail locations?
 - What will you do to help improve WTR in the DOS' market?
 - How will you build on this market relationship going forward?
- Send a thank you email or an eCard to the DOS for letting you attend the meeting.

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With your new perspective on the business, what play or path will you choose to help you build on your insights?

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Earn A Badge





*Are you ready to expand
your network?*

*Overview: Retail Account Executive
(RAE) Ride-Along*

- Schedule a ride along with your local RAE to a Dealer location in your area and earn a badge.

Goal: What's in it for you?

- This is an opportunity to expand your network and perspective to get a first hand experience of what the customer experience is like in a Dealer location as well as build a partnership with your local RAE.

Preparation: What should I prepare?

- Send an email or speak with your chosen RAE about when it would be convenient to schedule a ride along with them. Once the date is agreed upon, send an Outlook Calendar invite with the date and time to the RAE.
- Identify what the current External Dealer training completion results are from the Master Training Dashboard. (Learning Services Portal – Consumer Market Retail)
- Identify what the Key Initiatives are for the Dealer Channel.
- How does this Dealer, you will be visiting, perform on Key Metrics like “Willingness to Recommend”?
- How does the RAE reinforce the Retail Experience and the 5 Key Behaviors?
- What gaps or needs does this particular Dealer have based on the RAE’s observations?

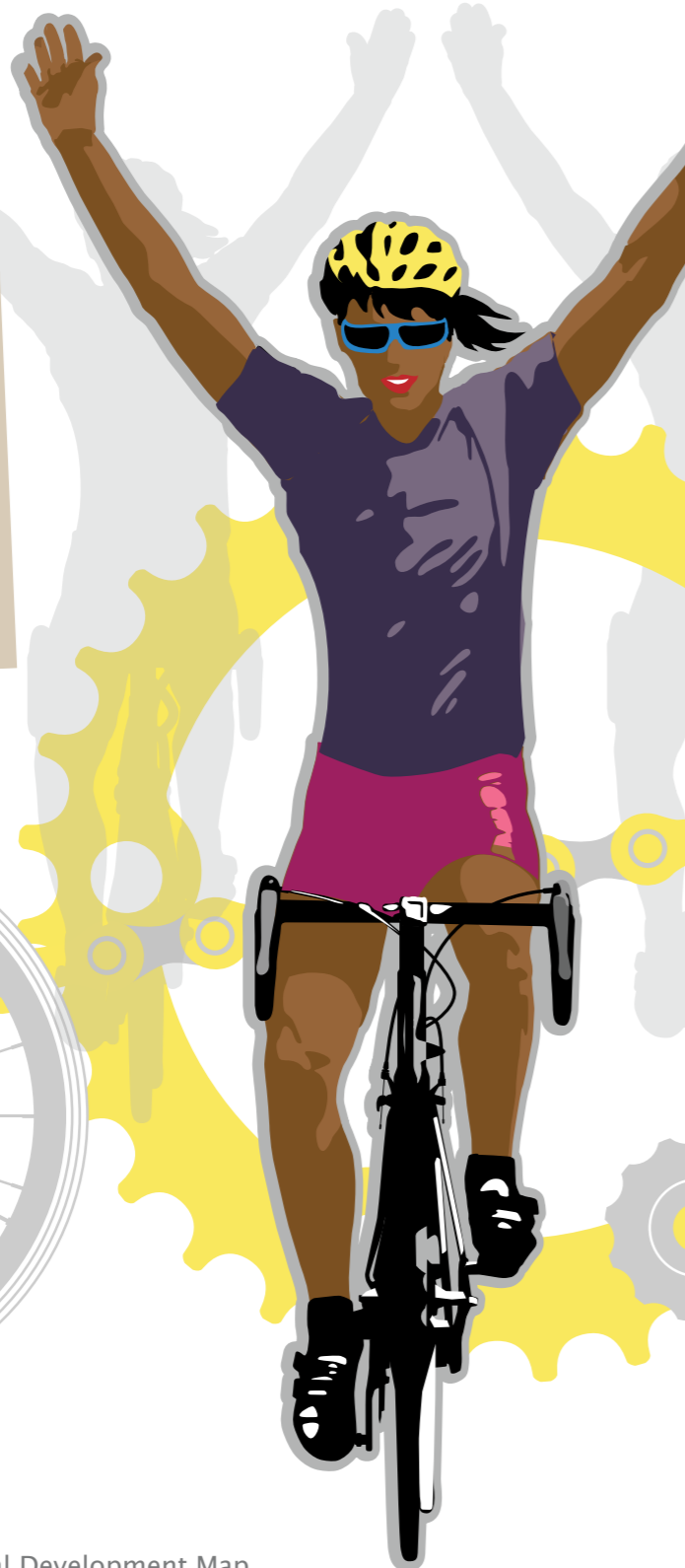




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Retail Account Executive (RAE)
Ride-Along



Debrief: *What did I learn?*

- Develop a summary of what you observed during your RAE ride along and present it to your immediate leader as well as the RAE & the RAE's Area Retail Sales Manager (ARSM).
- Include in your summary how you will address the following questions:
 - How will you utilize this relationship to foster support for participation in Learning Services' initiatives and drive future enrollment in Learning Plan classes?
 - What needs or gaps does the Dealer have that you can address thru the training curriculum?
 - What can you do to aid retention of key learnings in training to help drive positive results in Dealer locations?
 - What can you do to help improve WTR in the Dealer locations?
- Send a thank you email or e-card to the RAE for letting you participate in the ride along.
- Set up a time to follow up with the RAE on how the Dealer is performing, Dealer training completions and Learning Plan class participation.

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Now that you've expanded your professional network and gained some new perspective on the business, which path or play will you choose next?

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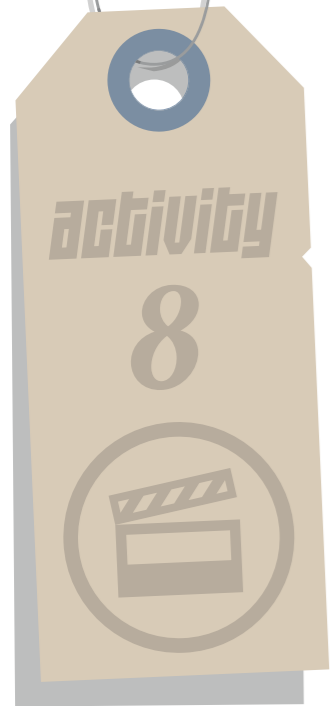


Earn A Badge



Professional Development Map





Time to gain exposure with retail leadership.

Overview: *ARSM Meeting*

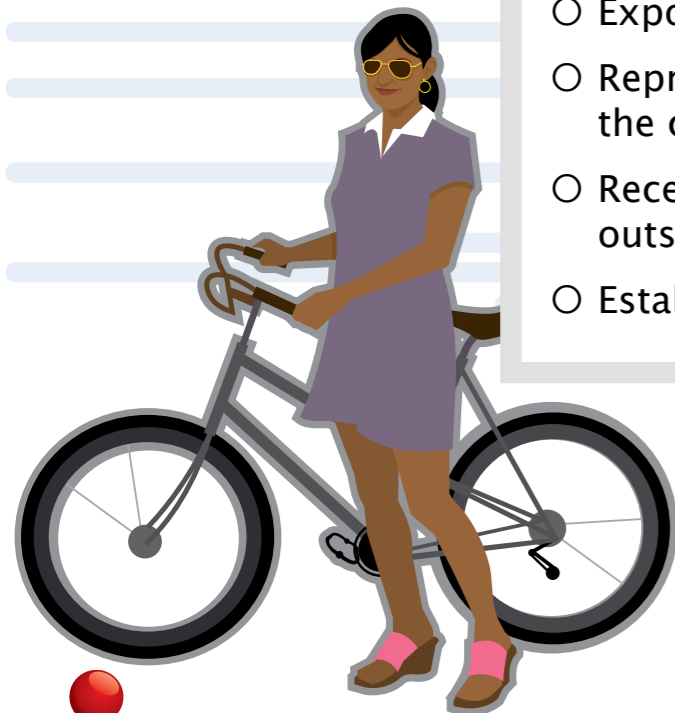
- Attend and present at an ARSM meeting a topic of your choice relevant to the business and purpose of the meeting.

Goal: *What's in it for you?*

- Exposure with retail leadership.
- Represent Learning Services while presenting to the client
- Receive feedback from a different audience outside of Learning Services.
- Establish strong market relations

Preparation: *What should I prepare?*

- Select a topic relevant to the purpose of the meeting
- Prepare BAU action items (agenda, format of deliver, slides, etc.)
- Present your topic of choice.

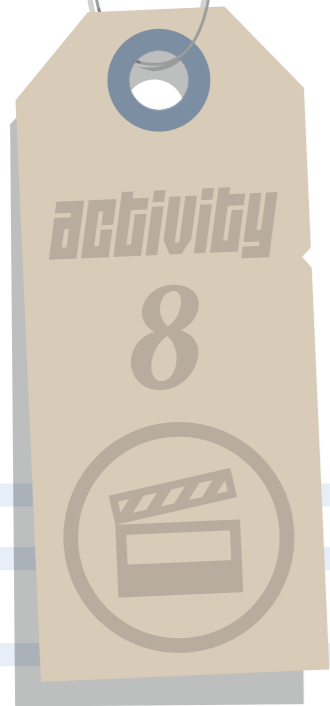




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ARSM Meeting



Debrief: *What did I learn?*

- Schedule time to receive feedback from ARSM(s) present during meeting
- Summarize your feedback and present it to your AD



I'm sure you found sharing your knowledge to be rewarding. Make sure to remember the feedback you received for future presentations.



NOTES



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Professional Development Map





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Activities

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Are you ready to take charge of your career?

Overview: *Harvard Review Course Activity - Career Management*

- Immerse yourself in the Career Management Harvard Review Course and provide/implement actionable items into your daily behaviors.

Goal: *What's in it for you?*

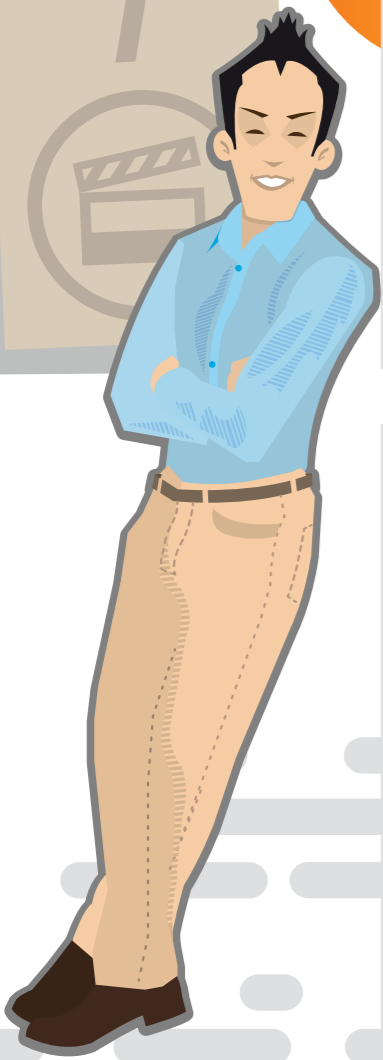
- Learn how to manage your career – including how to identify your business interests, professional values, and skills in order to target your most exciting career possibilities (1)
- By reviewing additional resources related to career management, you are able to gain the perspective of others and implement those into your career and behaviors to build your skills

Preparation: *What should I prepare?*

- Inform your supervisor of your intention to complete the review
- Identify a completion date
- Prepare a note taking activity of your choice while reading/reviewing the course
 - Identify takeaways
 - Identify actionable items
- Prepare SMART Action Plan for implementation of actionable items

activity

1





Debrief: *What did I learn?*

- Develop a summary of what your takeaways from the course and present them to your supervisor.
- With identified Actionable items from the course
 - Implement at least 3 items to your daily behaviors
 - Test the actionable items for the next 30 days
 - How to utilize these actionable items to impact Willingness To Recommend
- Report the results of your actionable items to your supervisor to discuss successes/opportunities/tweaks
 - Work with your supervisor to share the results with the team for future team implementation

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You now have the tools to manage your career, be sure to add those tools to your tool belt and move on to the next path or play to enhance your growth.

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Next up, expand your technology knowledge base!

activity

2

Overview: *Take a course related to technology*

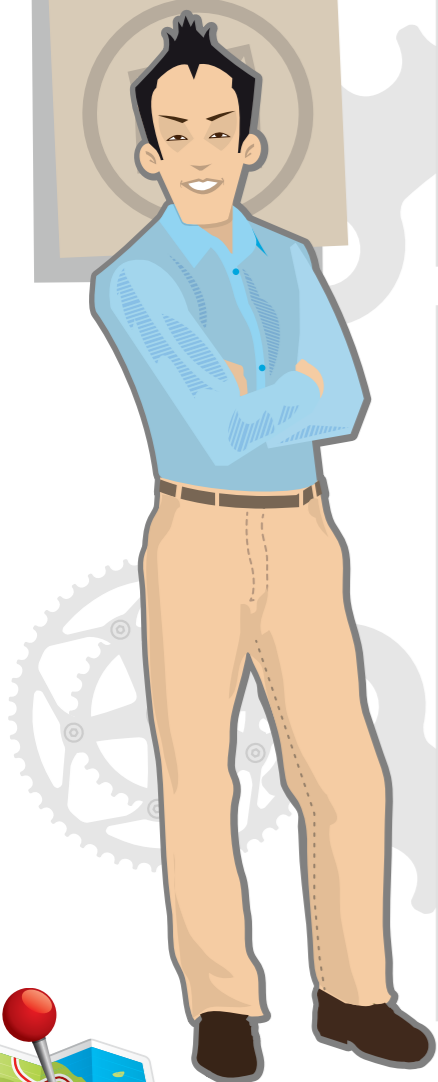
- Take a course related to technology to enhance your education.

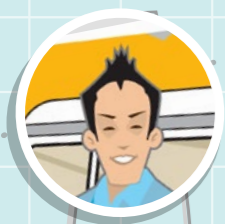
Goal: *What's in it for you?*

- This is an opportunity to enhance your education and personal development by taking a course related to technology.
- Enhancing your comprehension of technology to better understanding trends and impacts of changes and technology and how they relate to your personal and professional life while focused on your education.

Preparation: *What should I prepare?*

- Identify the prerequisites for the course
- Enrollment requirements
- Visit Tuition Aid for eligibility requirements and benefits
- Inform your AD of you schedule
- Consider :
 - Classroom styles - classroom attendance or online availability
 - Schooling outside of AT&T may require enrollment into an education program such as AA, BA, MBA, etc
 - Pre-requisites for telecommunication courses
- Internal Resources:
 - eTech Channel for internal resources
 - Certification Process and emerging technologies
 - Global End-User Training
 - Examples:
 - Telepresence
 - AT&T Connect
 - Sharepoint 2010
 - T-meeting
 - AT&T University
 - Examples:
 - Industry and Competitive Knowledge
- Use of information and application to your career





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Technology Course



Debrief: *What did I learn?*

- Develop a summary of what you learned from the course.
- What and what will you apply the 3 concepts towards:
 - Personal
 - Professional
 - Education
- Inform and involve your AD in need of assistance and feedback

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Now that you have reflected on what you've learned, you can take it to the next level by applying it throughout your personal and professional life.

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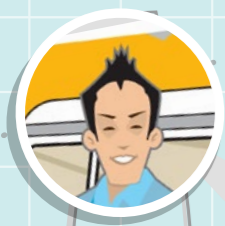


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Educational Development Map





Looking to give or receive feedback?

Overview: *Harvard Review Course Activity - Feedback Essentials*

- Immerse yourself in the Feedback Essentials Harvard Review Course and provide/implement actionable items into your daily behaviors.

Goal: *What's in it for you?*

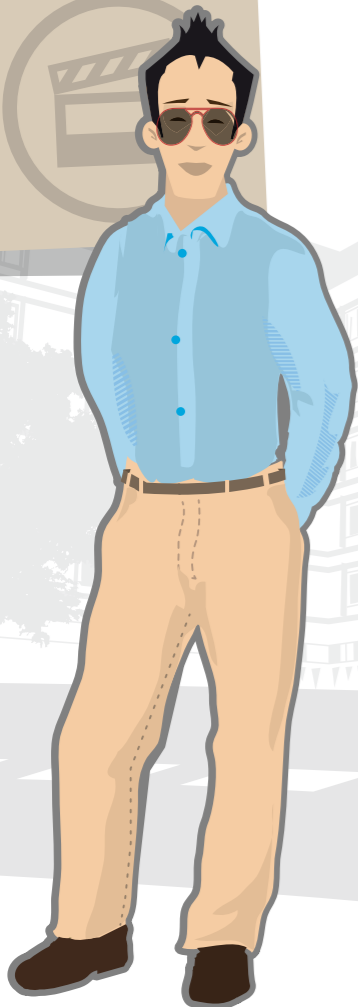
- Learn when and how to give effective positive or corrective feedback, how to offer feedback upward, and how to receive feedback (1)
- By reviewing additional resources related to feedback, you are able to gain the perspective of others and implement those into your career and behaviors to build your skills

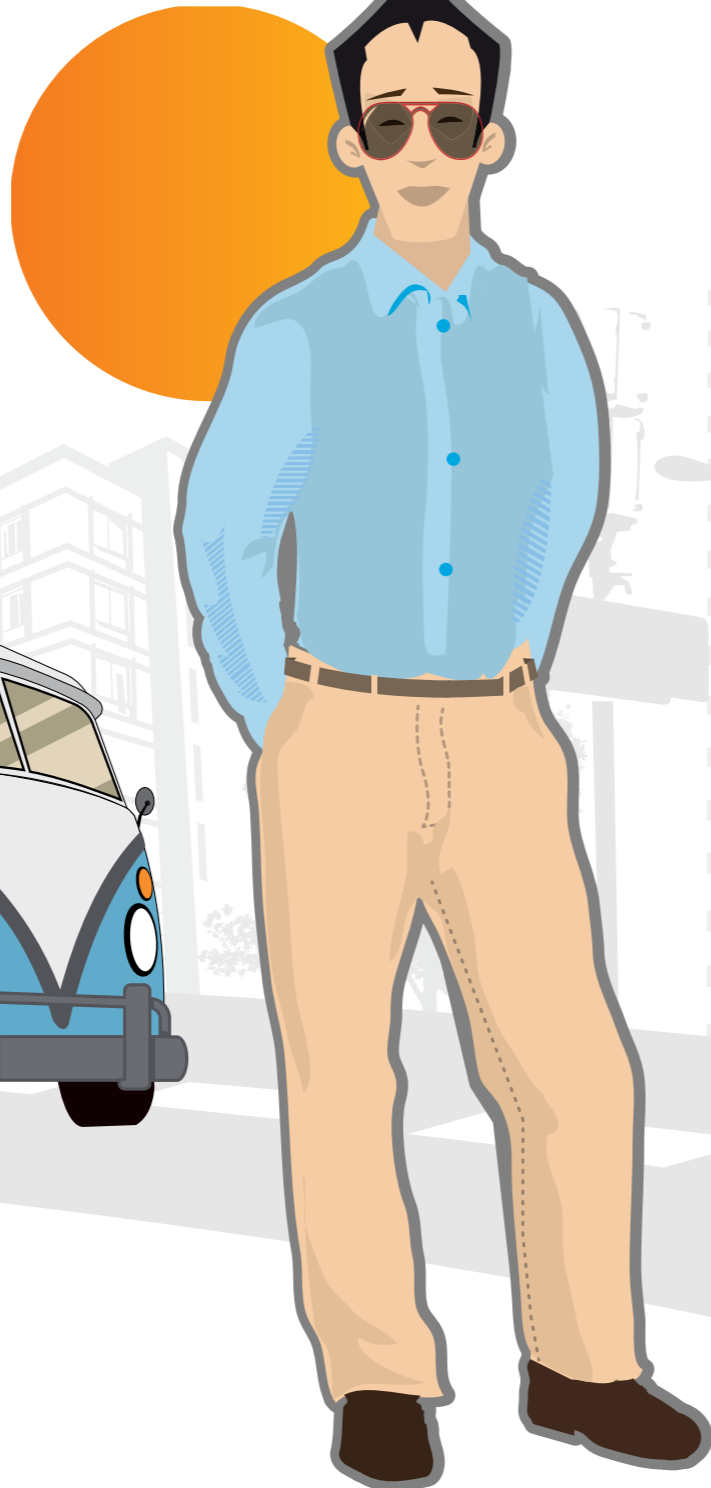
Preparation: *What should I prepare?*

- Inform your supervisor of your intention to complete the review
- Identify a completion date
- Prepare a note taking activity of your choice while reading/reviewing the course
 - Identify takeaways
 - Identify actionable items
- Prepare SMART Action Plan for implementation of actionable items

activity

3





Debrief: *What did I learn?*

- Develop a summary of what your takeaways from the course and present them to your supervisor.
- With identified Actionable items from the course
 - Implement at least 3 items to your daily behaviors
 - Test the actionable items for the next 30 days
 - How to utilize these actionable items to impact Willingness To Recommend
- Report the results of your actionable items to your supervisor to discuss successes/opportunities/tweaks
 - Work with your supervisor to share the results with the team for future team implementation

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You should have gotten some good information. Take it and run to the next task you have identified and don't forget to use what you learned.

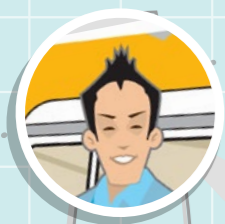
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Ready to help to improve customer experience by connecting our front line teams with important information?

Overview: *Saturday Sales Coaching Sessions*

Partner with a store leadership team to create and assist in delivering an effective Saturday Sales Coaching Session using HQ prescribed and self-created learning materials and activities.

Goal: *What's in it for you?*

- Experience in curriculum design and development
- Creating a more collaborative and networked relationship between field leadership and Learning Services

Preparation: *What should I prepare?*

- Identify a local market store needing assistance with Willingness to Recommend (WTR) results.
 - Review Sales and Customer Experience Dashboard information around Willingness to Recommend (WTR) results.
- Coordinate a conference call with store leadership to get feedback around Sales Coaching Session effectiveness
 - Discuss levels of engagement, delivery styles, and additional activities that supplement the learning process.
 - What would you like to see change, or want more training on, as a part of the Saturday Sales Coaching Session process?
- Review HQ Saturday Sales Coaching session information when posted to MyCSP
- Schedule face to face meeting with store leadership to collaborate and create an informative and impactful Store Meeting Agenda
- Help to deliver an Extraordinary Saturday Sales Coaching Session

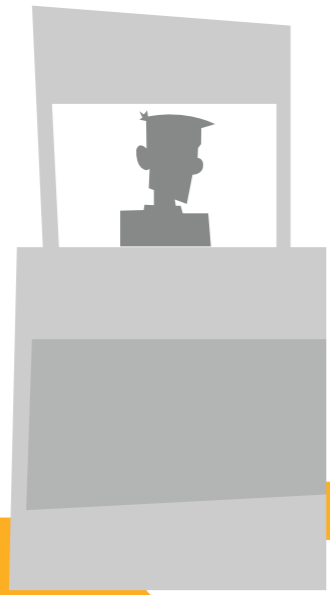
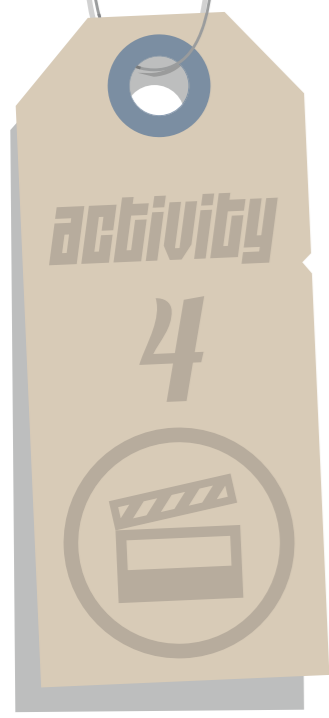




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Saturday Sales Coaching Sessions



Debrief: *What did I learn?*

- Schedule and conduct a debriefing after the Saturday Sales Coaching Session to determine impact your input had on the meeting effectiveness
- Did the staff seem more engaged?
- What activities or methods worked better with the team?
- What activities or methods did not engage the team effectively?
- What will you do next time to prepare for and deliver an extraordinary SCCS?
- Send a thank you email or an eCard to the store leadership team
- Share feedback on the experience with your supervisor

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Now that you've made an impact, where will you go next?

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Educational Development Map





*Have you ever thought
of managing your leader?*

Overview: *Harvard Review Course Activity - Managing Upward*

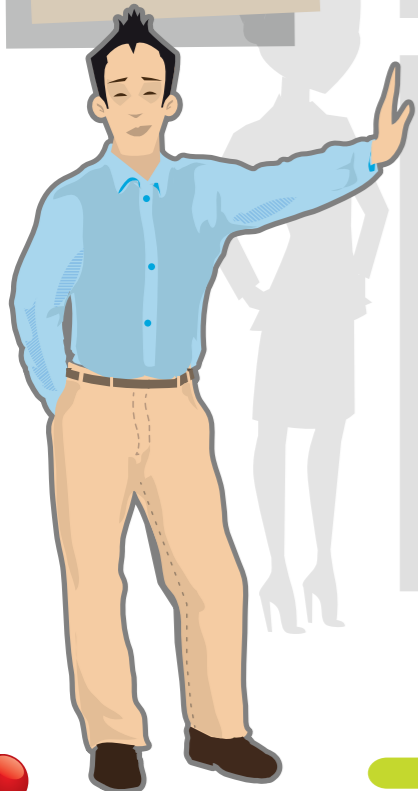
Immerse yourself in the Managing Upward Harvard Review Course and provide/implement actionable items into your daily behaviors.

Goal: *What's in it for you?*

- Learn strategies for keeping your boss in the loop and on your side, despite differences in style and philosophy (1)
- By reviewing additional resources related to managing upward, you are able to gain the perspective of others and implement those into your career and behaviors to build your skills

Preparation: *What should I prepare?*

- Inform your supervisor of your intention to complete the review
- Identify a completion date
- Prepare a note taking activity of your choice while reading/reviewing the course
 - Identify takeaways
 - Identify actionable items
- Prepare SMART Action Plan for implementation of actionable items

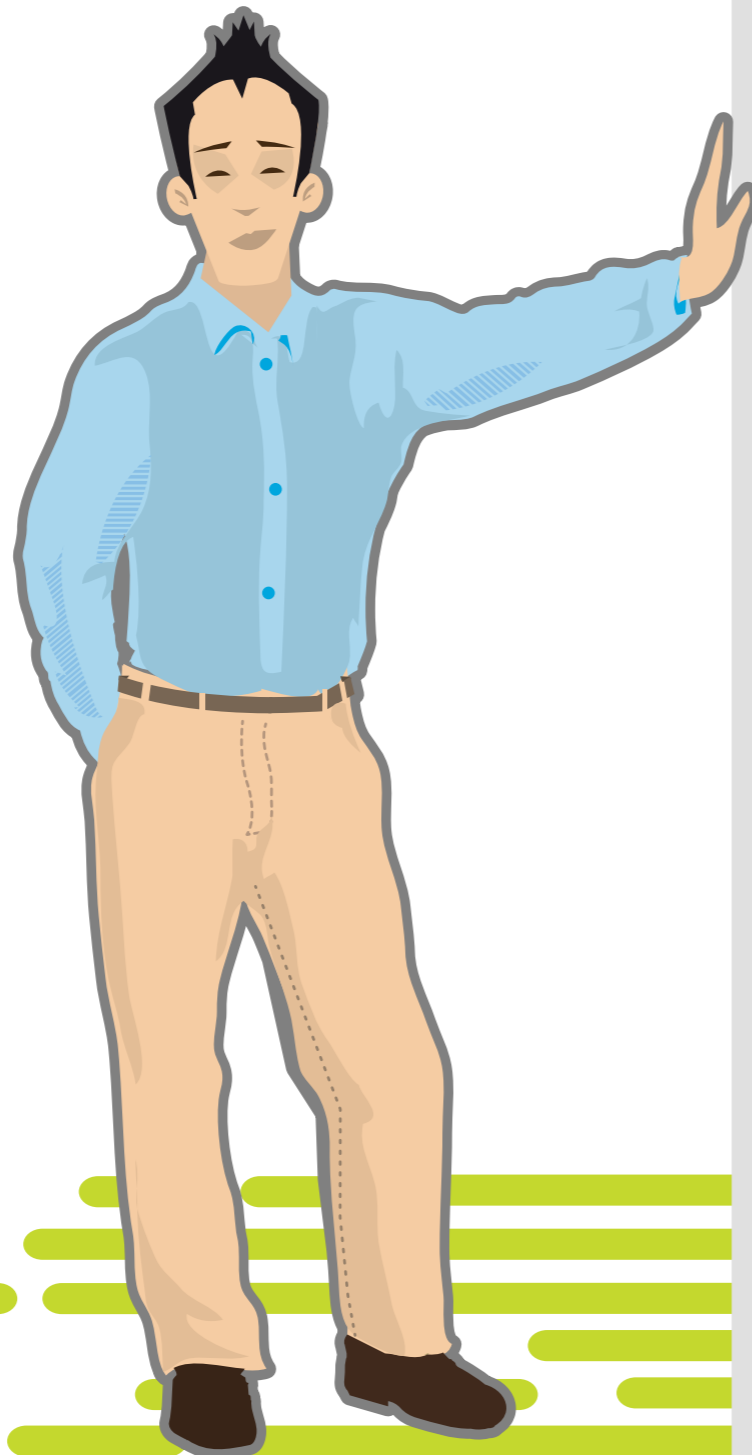




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Managing Upward – Harvard Review Course



Debrief: *What did I learn?*

- Develop a summary of what your takeaways from the course and present them to your supervisor.
- With identified Actionable items from the course
 - Implement at least 3 items to your daily behaviors
 - Test the actionable items for the next 30 days
 - How to utilize these actionable items to impact Willingness To Recommend
- Report the results of your actionable items to your supervisor to discuss successes/opportunities/tweaks
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You now have the tools to manage your career, be sure to add those tools to your tool belt and move on to the next path or play to enhance your growth.

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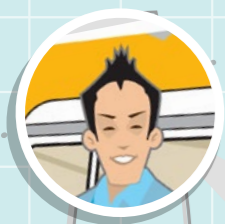
Managing Upward



Earn A Badge



Educational Development Map



Time to see yourself in action!

Overview: *Record Yourself*

Record yourself delivering a module you're an expert in and share with peers and leadership for feedback.

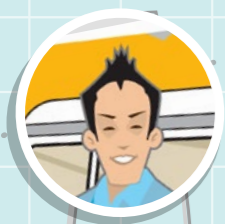
Goal: *What's in it for you?*

- Obtain feedback from your peers while delivering what you perceive to be your topic of expertise.

Preparation: *What should I prepare?*

- Select a Module.
- Gather and test the necessary equipment.
- Ensure your audience is aware of the recorded session.
- Compile your recordings and schedule for peers to observe your video.
- Your pool of peers should include those are and are not familiar with the subject.
- Gather Feedback from your peers, set the expectation to receive candid feedback

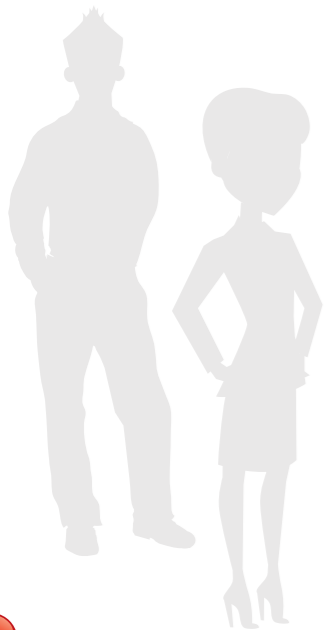




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Record Yourself



Debrief: *What did I learn?*

- Summarize your feedback and present it to your AD
- Update your IDP - Focusing My Development
- Adjust your delivery as necessary based on feedback received.

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Gaining insight by watching yourself deliver content, while getting valuable feedback from others, will better your delivery in the future.

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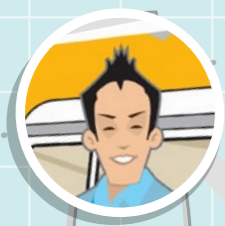


Earn A Badge



Educational Development Map





Gen Ys are the workers of today and tomorrow - How to manage and keep them is essential.

Overview: LSO Course Completion/ Review - Managing and Retaining Gen Y (RET813)

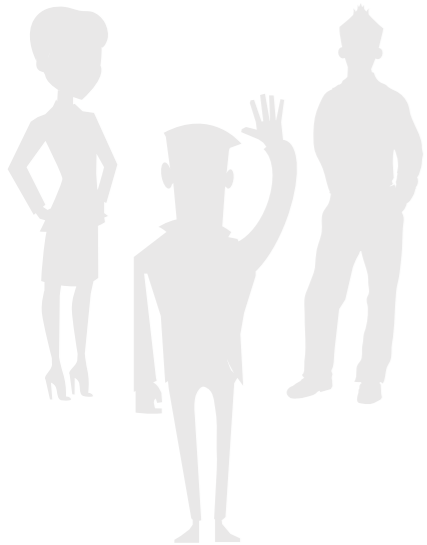
- Immerse yourself in the Managing and Retaining Gen Y LSO Course and provide/implement actionable items into your daily behaviors.

Goal: What's in it for you?

- Identify unique traits and identify leadership tips to adapt and engage Gen Y (1)
- By reviewing additional resources related to managing and retaining gen Y, you are able to gain the perspective of others and implement those into your career and behaviors to build your skills

Preparation: What should I prepare?

- Inform your supervisor of your intention to complete the review
- Identify a completion date
- Prepare a note taking activity of your choice while reading/reviewing the course
 - Identify takeaways
 - Identify actionable items
- Prepare SMART Action Plan for implementation of actionable items

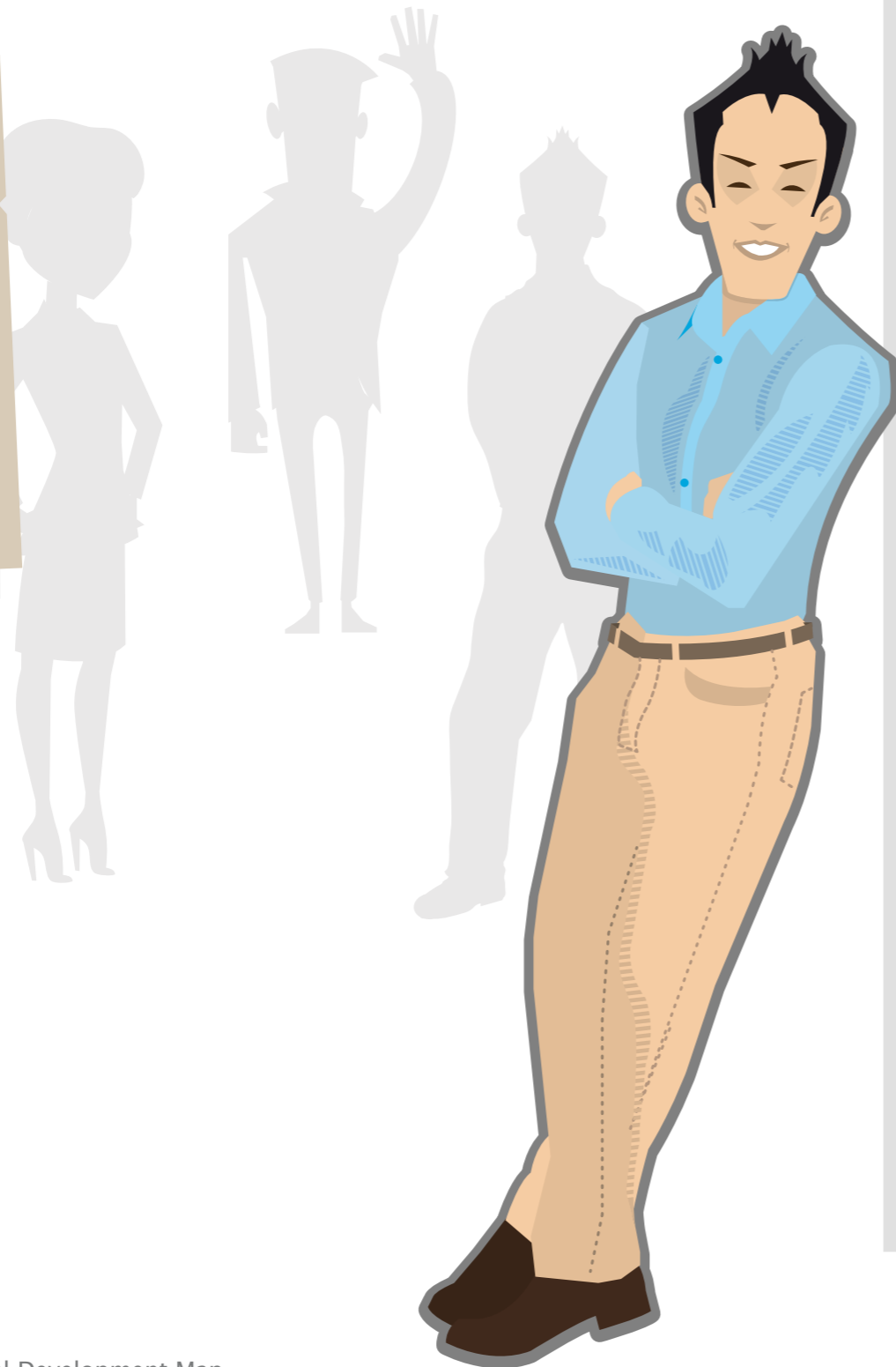




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Managing and Retaining Gen Y – LSO Course
completion/review



Debrief: *What did I learn?*

- Develop a summary of what your takeaways from the course and present them to your supervisor.
- With identified Actionable items from the course
 - Implement at least 3 items to your daily behaviors
 - Test the actionable items for the next 30 days
 - How to utilize these actionable items to impact Willingness To Recommend
- Report the results of your actionable items to your supervisor to discuss successes/opportunities/tweaks
 - Work with your supervisor to share the results with the team for future team implementation

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Now you are on your way to working effectively with Gen Ys.
Your next opportunity for growth waits for you with your next play.

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Educational Development Map



Reading is Fun so try some exploring the Customer Experience.

Overview: *Book/Article Review of the Customer Experience*

- Select a book/article related to customer experience and read/review.

Examples:

- "What's the Secret"
- "Managing the Customer Experience"
- "Strategic Customer Service"

Goal: *What's in it for you?*

- By taking in additional information related to customer experience, you are able to gain the perspective of others and implement those into your career and behaviors to build your skills. This also will aid in your enhancing of Willingness to Recommend scores.

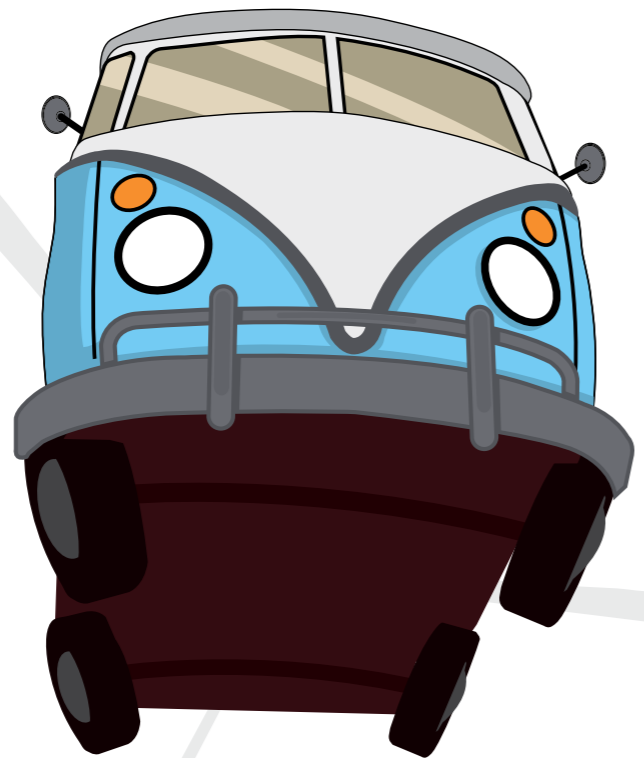
Preparation: *What should I prepare?*

- Identify a book/article related to Customer Experience (Your choice)
- Inform your supervisor of the book/article
- Identify a completion date
- Prepare a note taking activity of your choice while reading/reviewing the book/article
- Identify takeaways
- Identify actionable items
- Prepare SMART Action Plan for implementation of actionable items





Customer Experience Book/Article Review



Debrief: *What did I learn?*

- Develop a summary of what your takeaways from your book/article and present them to your supervisor.
- With identified Actionable items from the book/article
 - Implement at least 3 items daily behaviors
 - Test the actionable items for the next 30 days
 - How to utilize these actionable items to impact Willingness To Recommend
- Report the results of your actionable items to your supervisor to discuss successes/opportunities/tweaks
 - Work with your supervisor to share the results with the team for future team implementation

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How are you going to apply what you learned? Move to your next play and gather some additional knowledge and best practices.

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Earn A Badge



BADGE TRACKER

Directions: Select the badge earned for this play.

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