

TRAINING FLOW

Training Program Flow

AGENDA

Pre-Training

Introduction

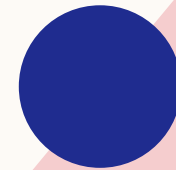
Post-introduction

Platform Training

Policy Training

Practical Training

On Job Training



PRE-TRAINING: 2 DAYS BEFORE

Send to the HR to remind them of the employee's emails

DAY 1: INTRODUCTION

Floward's purpose, vision and HR

Floward's products, designers and brands.

Floward's community culture and family.

After the introduction:

Meeting some of
our managers.

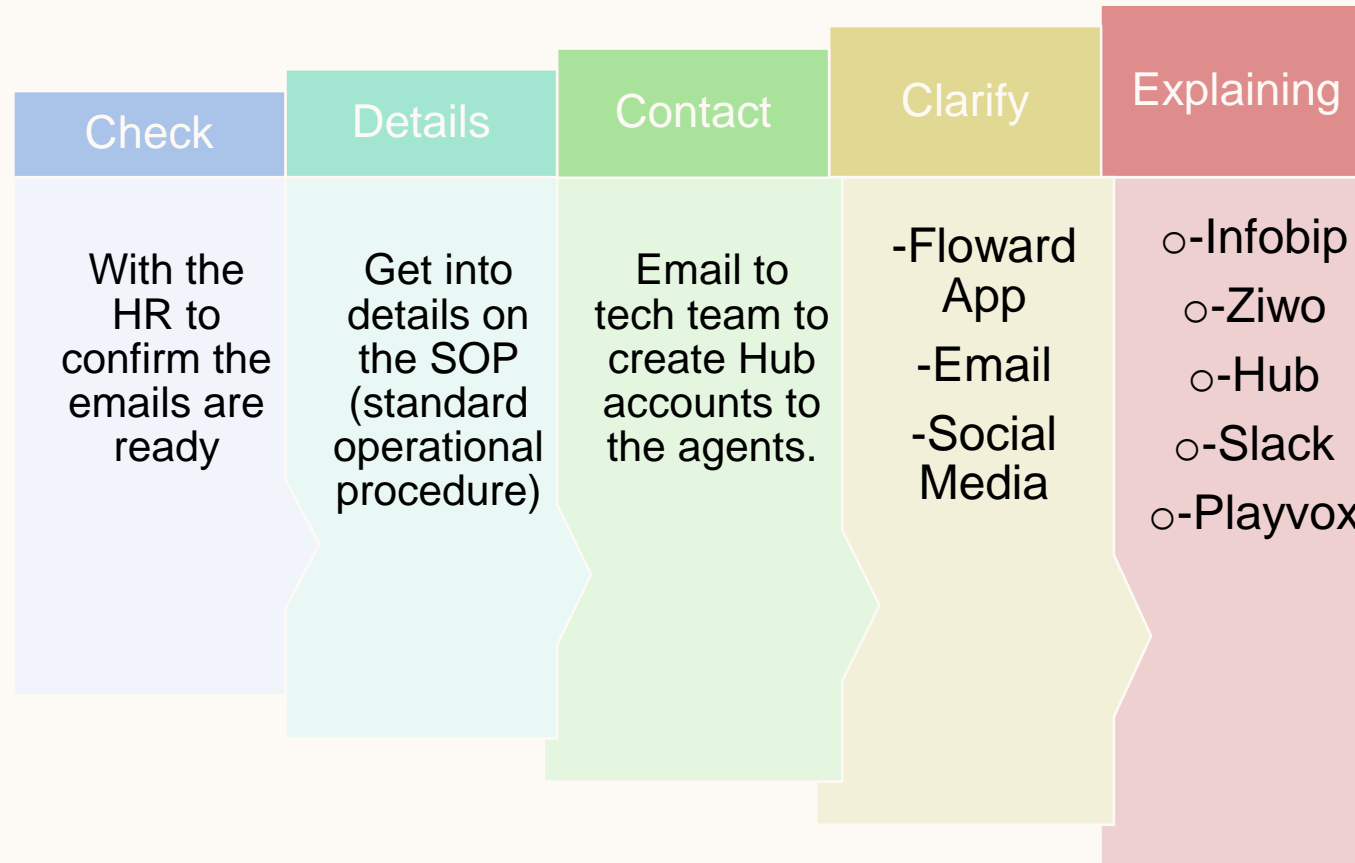


Having
breakfast/dinner
with the team.



Signing contracts
with HR.

DAY 2&3: TRAINING ON PLATFORMS



DAY 4&5: TRAINING ON POLICY



DEMONSTRATE

Floward's policy in details to our new agents.



TEST

Give the employees test via Kahoot on general information



SHADOWING

With some of our top agents.



CONFIRM

That all agents have received their laptops and everything needed.



CONTACT

Infobip and Playvox to create accounts



DAY 6&7: PRACTICAL TRAINING

KEEP

GUARANTEE

TAKING

CREATE

shadowing some of our
top agents

all agents have
received their laptops
and everything needed

the exams and test
calls

Slack and Ziwo
accounts

DAY 8&9: OJT (ON JOB TRAINING)



FINALLY

The new agents will
handle chats and calls



FOLLOW UP

Closely with the quality
for the result

DAY 10: FINALLY

After the exam and quality result we will
be able to determine if the agent is
certified or needs more training



THANK YOU