**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Group Training at a Safe Social Distance**

Thursday, May 7, 2020

**General Concerns and Problems:**

* Employees are naturally young and friendly and gravitate towards each other and violate the distancing guidelines. Need to keep policing people.
* Sometimes spaces are very small and need to find new locations to fit people with more room, or stagger groups.

**Best Practices**

* Decals on floor that try and help employees stay apart for rotations, but the problem is when they take breaks and are on their own.
* Pre-Shifts are often used as training opportunities and usually in a small space. Move to having it on front line or in dining room where there is more space.
* Create training safety logs that outline all things to be reminded of (gloves, masks, handwashing, sanitation, etc.)
* Create training videos (used ***World Manager***) to refresh training and focus on the social distancing and added these issues to quizzes and training as bring employees back.
* When reintegrating furloughed employees, gave employees written menus to study for menu test when they came back in. Just to refresh memories.
* Staff meetings if can do it with enough space or a zoom meeting to refresh training for managers and staff. Managers can decide method based on space, re-opening speed, as long as they can follow the guidelines.
* Look at “aces” and bring them back first. Let employees know that. Let others know they are going to be asked back and when.
* Proficiency sign-off sheet – need to go through with manager and trainer to make sure they are approved to go back to work. Really just doing a re-certification for their position. Employees seem to be fine with it when you explain why it needs to be done.
* New employees will be treated much the same as before. Added distancing and sanitation but most is happening on the job.

**New things you have added to training**

* Pull out a tape measure and show them what 6 feet and 10 feet look like, demonstrate washing hands correctly, role play on how to respond to customers concerns.
* Method for bussing tables has totally changed – need to demonstrate and change learned behaviors.
* Review what chemicals you are using now and why.
* Maintain a safety log where employees keep track of when they washed hands, when they sanitized the station, etc.

**Technology**

* Need tools to record virtual work time so can use Zoom and home study and train virtually while paying them. No need to come in to study and take tests. Need LMS to keep track and pay them for the time. Only need to come in for on-site training.
* Proctoring remotely. Logged in on zoom and minimize the amount of time so can’t research answer, and on camera so they can’t ask the person next to them off screen. Roughly one minute per question or less. Can ask for clarification if don’t understand the question.
* [Honor Lock](https://honorlock.com/) software – being used by schools to help ensure integrity of testing.
* Classroom facilities are often too small – Using ***Mursion*** (avatar-based guest services platform) or Zoom.
* It seems like most employees appear to be able to get to technology to get on virtual training platforms and have the wifi to support it, but not all. Need alternatives for those that can not.
* ***Adobe Connect*** is another good format like Zoom that allows whiteboards and breakouts, etc.
* People seem to really like doing the learning from home. Break it up more so not all at once.

**Effectiveness of virtual training v. in person training.**

* Can’t get as much information in virtual presentations as you did in multi-day in person meetings.
* If showing videos, may ask them to watch video BEFORE the virtual session so the bandwidth is not overwhelmed.
* In virtual training it is easy to lose corporate culture.
* Learning from virtual platforms is quite as ingrained as when learning in a classroom. May need to incorporate into training plan that they will need more ongoing on the job training touchpoints than when we had all classroom based or on the job training.
* **Want to maintain some classroom-based training if they can and return to it even more in the future.**

**Classroom based training – spacing, toys on table, masks …**

* Space out participants more – smaller groups
* Need to practice with a mask, so may as well have them in classroom training. Learn how to communicate, express hospitality, etc. with a mask on. It is part of the uniform.
* No table toys – bring your own fidget device

**Misc.**

* Some companies are providing ,asks as part of uniform.
* Some allow them to bring their own so they are more comfortable with it and it is also a little of a conversation starter. Allows more individuality.
* It may depend on brand – does your brand allow team to wear what they want and be individual, or is your culture look more consistent?

**Resources**

A [Fast Company article](https://www.fastcompany.com/90503568/this-twist-on-the-four-day-work-week-could-get-people-back-to-work-without-causing-new-outbreaks?partner=rss&utm_campaign=rss+fastcompany&utm_content=rss&utm_medium=feed&utm_source=rss) regarding a potential way to create a 3 on / 10 off work week to spread out employees who can't work from home, as well as to mitigate spread of the virus if someone had become infected.