

# Onboarding Programs "The Wronski Way"

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[www.wronskitraining.com](http://www.wronskitraining.com)



**Wronski Associates**  
TRAINING IS OUR PRODUCT.  
SERVICE IS OUR BUSINESS.

# About Wronski Associates

## Global Experience & Delivery

- 6 Continents
- 40+ Countries
- ILT, Blended-learning, Online-learning, Coaching, Consulting

## Lasting Partnerships

- Average tenure with Top 15 Leadership Programs: 13 Years
- Founded in 1984
- Our very first client is *still* a client

## Depth & Breadth of Capabilities

- Leadership Development spanning the entire succession pipeline.
- Deliver more than 1,000 training days annually.

## Awards & Recognition

- Brandon Hall Gold - 2013
- Brandon Hall Silver – 2015
- TrainingIndustry.com Leadership Companies to Watch List - 2013, 2014, 2015, 2016, 2017, 2018, 2019



# How We Help



*A proven approach that accelerates readiness and performance by applying the right mix of experiences*



# Elements of Great Programs



1. Committed Leadership
2. Clear Program Mission/Objectives
3. Great Recruiting
4. Quality Managers
5. Challenging Work Assignments
6. Strong Community
7. Effective Measurement
8. Continuous Improvement

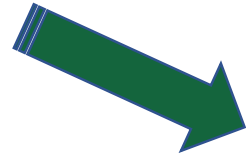


Success  
Starts  
with  
Onboarding

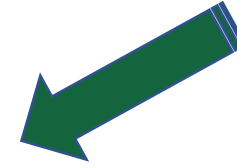
Why after 20 years?



Asia



USA

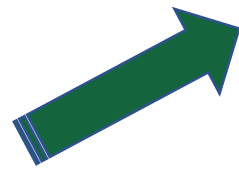


Stamford CT  
Marriott

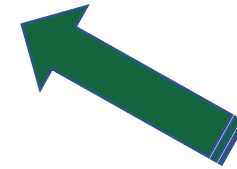
July 2019



South America



Europe



# A Successful Onboarding Program...

Business	People	Technology
<ul style="list-style-type: none"> <li>• Understand business practices and approaches</li> <li>• Understand business organization, politics, and culture</li> <li>• Behave commercially</li> <li>• Understand and analyze the complete situation</li> <li>• Manage projects</li> <li>• Manage change in the business from IT applications</li> <li>• Plan, prioritize and administer work</li> <li>• Communicate: listen and gather information</li> <li>• Focus on customers</li> </ul>	<ul style="list-style-type: none"> <li>• Lead, inspire and build trust</li> <li>• Think creatively and be innovative</li> <li>• Focus on results</li> <li>• Think strategically</li> <li>• Coach, delegate, and develop others</li> <li>• Build relationships and teamwork</li> <li>• Influence and persuade</li> <li>• Be principled negotiators</li> <li>• Resolve conflicts and problems</li> <li>• Be adaptable</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the process</li> <li>• Lean before digitize</li> <li>• Understand finance</li> <li>• Gather requirements</li> <li>• Analyze workflow</li> <li>• Be Agile</li> <li>• Use existing systems and technology</li> <li>• Embrace IT tools and core methodologies</li> <li>• Integrate systems &amp; processes</li> <li>• Design technical solutions</li> </ul>

Mission: Provide “quick start” training program that builds the skills and competencies program members need to “hit the ground running” and successfully deliver on their objectives while on program and after graduation.

# Case Study – Delivering A Key Business Initiative

**Help us stop  
drowning in I-9  
paper forms.**

Hearing this customer voice, the company has “funded” a project to meet this current challenge. Here are more details that were collected from customer interviews about their current I9 systems:



It is manual process that is very susceptible to error. We are “very afraid” on audit day.



We need to use fax-machines, photo copies and phone calls to get it done. “That’s so 1990s”



All I-9 forms are paper-based. These forms are being stored in the back-office filing cabinets. “Good luck finding one if you need it”.



We have applicants from around the country and this makes the E-Verify laws very confusing.

Week 1

Week 2

Week 3

Week 4

Week 5



Agile Projects



DevOps & Databases



API Development



Web Development



Security, Testing & Implementation



Management Presentation



# Virtual – PM/Finance/IT with Integrated Case Study

**Agile**

- Product Owner Role
- Creating Personas
- Scrum Team Roles
- Lean - Eliminating Waste
- Defining the Stories
- Sprint Release Plan & Execution
- Product Owner Review 1**
- Sprint Demos
- Retrospectives & Refinements
- Project Finance
- CAPEX & OPEX
- Cost Benefit Analysis
- Management – Request for Funding**

**Building an Effective Team**

- DevOps Overview
- Major Tool Review
- Track 1 - Relational DB
  - Design & Load SQL
  - Retrieve & Update
  - Procedural SQL
- Track 2 - Mongo DB
  - Design & Load
  - No-SQL
- Product Owner Review 2**
- Sprint Demo - Database**

**Sprint Retrospective**

- Building a Restful API with Java Spring Boot
- Tools: Eclipse, JPA, Hibernate, Maven, Query DSL
- Controllers, Services, Repositories, Models
- Unit Testing - JUnit
- Eager and Lazy Fetch
- Posting Data
- Calling Stored Procedures
- Product Owner Review 3**
- Sprint Demo - APIs**

**Sprint Retrospective**

- Responsive Webs
- HTML, CSS & Bootstrap
- Tools:
  - Node, Express, Angular, Bootstrap, JavaScript, Typescript
- Angular Starter App
- Components, Data Binding, Observables, HTTP, Forms
- Invoking Java APIs
- Get & Post – Form Processing
- Product Owner Review 4**
- Sprint Demo – Web App**

**Sprint Retrospective**

- Security
  - APT Threats
  - Phishing Attacks
  - C.I.A. Principles
  - Data Classification Security Domains
  - User, Passwords
  - Network Security & OWASP
- Implementation Planning
- Project Test Plan
- Preparing for the Management Pitch
- Product Owner Review 5**
- Management Presentation Development & Practice
- Management – Permission to Deploy**

# Program Design - Details

## Week 1 – Understanding the Requirements & Building the Release Plan



## Week 2 – DevOps & Designing, Creating, and Loading the Database



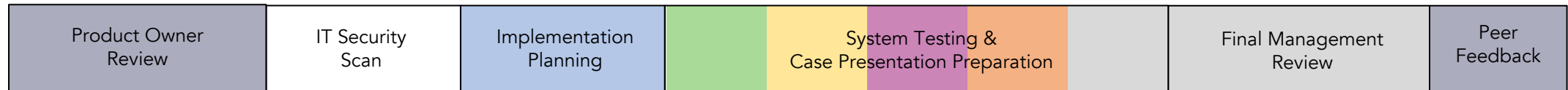
## Week 3/4 – Building the Database and Required Java APIs



## Week 4 – Building the Web Interface



## Week 5/6 – Security, Implementation Planning, and Management Presentation



Team & Product Owner



Security



Process Excellence & Agile



DevOps Technology



Database Technology



Java / API Technology



Web Technology



Management & Sprint Review





# Role of the Product Owner

A Product Owner is a business leader who understands the case study and is willing to provide company specific guidance to the team.

A Product Owner is assigned to each team.

Product Owners meet weekly with the team. They are available for questions during the week.

Product Owners provide:

- A clear Case Study vision
- A business focus
- Requirements creation & prioritization
- Connection to current business initiatives



# Virtual Sessions

## Our Approach

- Full day sessions - participants and instructors are online as if it was a normal day at work (e.g., 8:30 - 5:00).
- Lessons - brief, online, live, instructor-led. Approximately 2 days of technology discussions and individual workshops, followed by 3 days of SCRUM work by teams.
- Individual Workshops to understand concepts and practice skills and techniques.
- Team Workshops/Project Work intended to apply learning. Product Owners review progress weekly and provide company specific feedback.
- Continuous Coaching - instructors work with participants throughout the day.
- Presentations - updates to product owners on project progress provides corporation specific feedback, team cohesion and network development.





# Delivering the Technology Solution

Git

Project Finance  
CAPEX, OPEX

Refactoring

Responsive Web

Cloud Development

DevOps

Involved  
Product Owners

Retrospectives

Sprint Demo

APIs

Agile



Co-located teams &  
Remote teams

Cloud Deployment

Paired Programming

Continuous Integration

Scrum Board

Work Breakdown  
Structures

IT Security

SQL Databases

System Architecture Planning

Customer Experience

Non-SQL Databases

Kanban

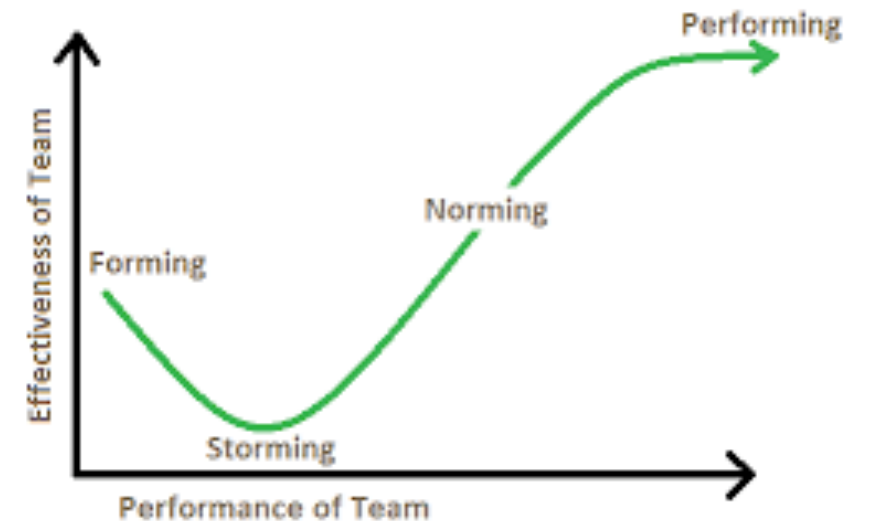
Management Presentation

Microservices

# Team Formation

- Diversity is stressed when teams are constructed.
- Ideal team size is 5. Case Study is built to utilize 5 members on a team.
- Peer Feedback during the process improves Team Performance.
- Case Study intensity forms their "network for a lifetime".
- Appropriate time for progressing as a team from Forming → Performing.

Tuckman's Team & Group Development Model



# Peer Feedback – All Team Members Participate



## Prepare

- Confirm understandings of feedback criteria
- Establish role sequence
- Facilitator gives Receiver instructions and asks them to leave the room and complete a self-assessment



## Discuss

- Team members rate peer's performance
- Facilitator gathers ratings
- Select one strength, and one opportunity area
- Facilitator leads discussion and gathers examples



## Share

- Facilitator welcomes Receiver back
- Facilitator and Receiver share feedback
- Receiver summarizes what they gained
- Team members offer additional comments

# — Presentation Feedback

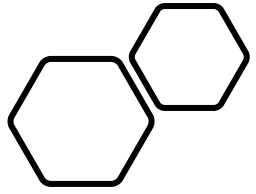
Teams are rated (Poor – Satisfactory – Good – Excellent) in the following categories:

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- Pitch & Delivery** Teamwork, Presentation Skill, Answering Questions, Quality of Slides & Charts & Graphs, Professionalism
- Business Case** Business Case, Understanding Customer Needs, Success Factors, Process Maps, Project Plan, Risk Assessment, Wrap up
- Financials** Financial Understanding, Identifying Costs, Identifying Benefits, Accounting Methods, Cost Benefit Analysis
- Technical** Technical Discussion, Meeting the Case Study Requirements, Exceeding the Case Study Requirements

*At the end of the course, Teams will present their Case Study solution to company management. Winners will be selected. Feedback will be provided.*





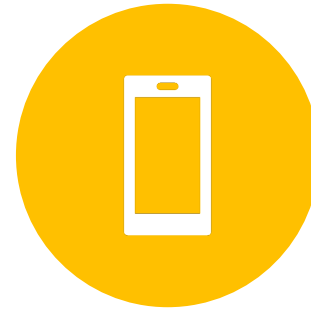
# Onboard Training Themes



Working in  
Teams



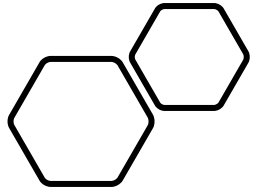
Promoting  
Process  
Excellence



Embracing  
Technology



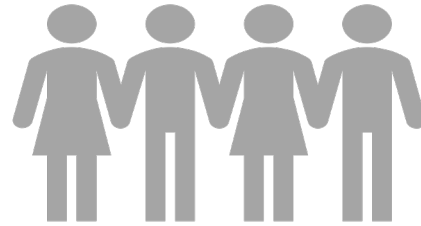
Solving Business  
Problems



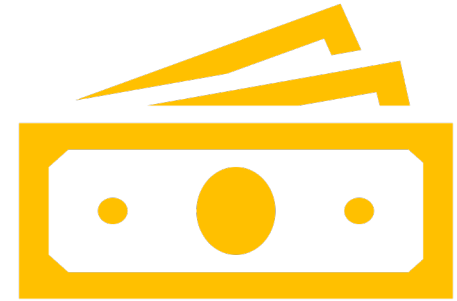
# Onboard Training Themes



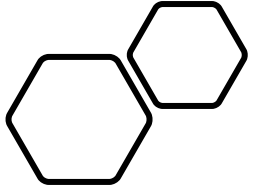
Everyone does  
Technology



Everyone does Agile



Everyone does Finance



# Onboard Training Themes



A Difficult Task



An Immovable Deadline

# Learning Theory

Instructional Scaffolding  
The Forgetting Curve  
Emotions – Integral to Learning Context  
Spaced Repetition  
Interleaved Learning  
Formative Feedback  
Contributor versus Consumer

