

Onboarding and Upskilling Your Team

10/19/22 Meeting

Date and Time:

19 October 2022 - All items on the board
16:14 (UTC+00:00)

Facilitator:

Onboarding&Upskilling Tessitura Community

Attendees:

Katina White , Kirsty, Chloe Strachan, Gill Tasker, Brianna-Roundabout Theatre, Debra, Caryl, Olivia Anderson, Michelle Russell, Will Warnock, Samantha Wilson, Brianne, Crystal Flippin - She/Her - Dayton Live, Sarah B, Ffion, Scott Youger-Cincinnati Opera, Sheri Schrader, Rania Clark, Jenn McKenzie (she/her), Arik Beatty, Jessie, Cindy, Alex Scotchbrook - Shakespeare's Globe, April Green, Mana Klein, Rachael Downs, Townsend, Alicia Szczygielski (she/her) - Arts Club, Michelle Blaine, Katie Sewell (WMC, she/her), Anastassia - Toronto Symphony Orchestra, steph t, Matthew Rymkiewicz, Alethea, Steph Cooper, claire

Summary:

Onboarding and Upskilling Group Inaugural Meeting on October 19, 2022

Actions:

Learnings:

Topics discussed:

Recording training tips, or recommendations on interactive training tools so people can learn on their own time

Votes: 22

Suggested by: Debra

Comments:

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Sarah: Software to record what you are doing on screen - Loom - so that you can create more interactive videos instead of just clicking around. Can be used as a revision tool as well.

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Katina: Been using Snagit which also have recording functionality and screen grabbing to be able to make comments on later for visual help

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Katie: Using Microsoft Teams as a hub to store all information. Have a Tessitura Team that has channels dedicated to each department and then one dedicated to training, which goes into materials needed by user group. Utilizing Tessitura Training videos within that.

Anyone have a good example of an upskilling survey? AKA, surveying users on their skills and what they want to learn.

Votes: 15

Suggested by: Michelle Russell

Comments:

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Sarah: Training needs analysis - spreadsheet that lists out all of the things you'd expect people to be able to do in their role and have them rate it by confident or not confident. Have that filled out periodically for continuous improvement. Can see a full scale by team or by individual.

Likes:1

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Anastassia: Meet interdepartmentally to see what areas other users can be empowered to use and upskill their use while interacting with patrons. Finding that this sometimes opens the opportunity for people to expand upon their interests in using the system as a new professional development opportunity.

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Sam: Only power user and DBA at Neon Museum. Receives all of the questions and so uses that in a way to determine what areas of interest need further training. Bring power users together since they are the first line of contact. Tech Tuesdays to go over any questions people might have - not necessarily always Tessitura specific too. Depending on what the topic is, may make it mandatory. Sometimes may need to make it required based on who is showing up too.

suggestions for good Tessitura-related activities during training

Votes: 13

Suggested by: Alex Scotchbrook - Shakespeare's Globe

Comments:

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Sarah: Lucky dip, mini quizzes, easter egg hunt to find things that have gone wrong, using silly names and famous people

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Brianna: bribery with yummy food always motivates!

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Sarah: Do have to recreate those easter eggs every time you train or could create those dummy records in Live so that you copy it over. Depends on the usage.

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Anastassia: when we train on renewals, we do a Live to Test and then do the rollovers/renewals in Test so that they are using the actual orders; phone shadowing so that when patrons call, it's actual live interaction
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Sarah: Headsets with a dual split so that you can have two people listening in, pair people up with more experienced users - key thing is to make sure people are feeling confident
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Claire: Recently did the Tessitura training and felt that the design of that was very helpful - watching the videos and doing the items in tandem with each other. Recognizing that people learn in different ways, so combination learning is important

Top tips for making sure remote learning attendees are actually listening/absorbing the information?

Votes: 5

Suggested by: Kirsty

Comments:

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Jenn: Cahoot - friendly competition always makes people want to learn and it also gives a review at the end. Quizzes at the end.
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Anastassia: Polls throughout the session are great!
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Rachael: asking them to turn their videos on if they're comfortable with that
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Sam: I found that some training on Tessitura Network where they have activity guides with worksheets. You can have people fill that out and send it in
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Katina: Set expectations even in the invites that you are sending so that everyone knows what they will be going into and how the session is going to go.
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Sarah: Making sure that everything is working for everyone.
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Katie: asking questions to specific attendees "So and so, could you give an example of when you would use in vs has", setting expectations at the beginning that you expect everyone to participate and that we are all here to learn so if they are called upon and can't provide an answer, it's something we all as a group may need to go over again. Providing some discussion topics and then sending people into breakout rooms and having them report back answers - nice feature because you can pop in and out of the room and observe from that angle too or use them to do role playing exercises

Best training plan for quick turnaround (one day of training for a festival). What basics?

Votes: 4

Suggested by: Olivia Anderson

Comments:

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Olivia: We struggled with hiring and training and the turnaround for our film festival - may have been personnel related but looking for any tips and tricks for fast training when they might not need a lot of info
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Kirsty: Would recommend using quick sale for this as its so much quicker, and all in one screen which speeds up training!
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Michelle: One-page documentation has been helpful for quick training topics
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Sarah: Cheat sheets are great, especially for things people don't normally do
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Cindy: photo flip book with quick reference guides on individual topics
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Michelle: having everyone logged in on a computer, able to practice along, if possible
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Sarah/Katie: provide items in advance of first day so they can at least have familiarity with what things look like