

Current breakdown of HostYo New Hire training modules

New NH Modules - Section 1	Current BH NH modules
Customer Experience	Customer Service Lessons (CSL) #1
	CSL #2
	CSL #3
	CSL #4
	CSL #5
What is the internet	Concepts 100: Intro to Web Hosting - some info applies here and below
	Concepts 200: How Websites Work - some info applies here and below
	Domains 200: Domain Names
	Domains 400: Life Cycle
	Domains 500: Domain Transfer
	GDPR E-Learnings
	How Email Works
	FTP 100: Introduction
	DNS 200: Intro to DNS
	DNS 300: DIG
What is web hosting	Concepts 100: Intro to Web Hosting - some info applies here and below

	<p>Concepts 200: How Websites Work - some info applies here and below</p>
	<p>Additional explanations not covered by the first two</p>
<p>What is a website</p>	<p>Customer Experience: Build a Business</p>
	<p>Concepts 200: How Websites Work - some info applies here and below</p>
	<p>Customer Experience: Account Sign Up</p>
	<p>Customer Experience: cPanel/Bluerock</p>
	<p>Customer Experience: Create an Email Autoresponders & Forwards Email Client Setup Outbound Spam Filter Inbound Spam Filters Tail Logs & Headers</p>
	<p>FTP 200: Create Account FTP 300: Client Setup</p>
	<p>File Manager 300: Using File Manager</p>
	<p>Customer Experience: Best Practices Customer Experience: Hand coded Customer Experience: site builders Customer Experience: CMS</p>
	<p>Moving a Website</p>
<p>What can go wrong</p>	<p>DNS 400: Changing DNS</p>
	<p>Domains 600: Troubleshooting Domains & DNS: Diagnose</p>

	<p>Email Troubleshooting Stations</p> <p>Email Client Configuration Roleplay Stations</p> <p>Wordpress Troubleshooting Flow</p> <p>Wordpress Troubleshooting Stations</p> <p>Missing - FTP and website specific lessons (by title)</p>
	<p>Break stations</p>

New NH Modules - Section 2 Support	Current BH NH modules
Systems Training	Compliance
	Policies & Procedures: Customer Validation
	Tools 200: Intro to cPM
	Tools 300: cPM
	Intro to Salesforce
	Ticketing in Salesforce
	HostYo Shell Basics
	Billing

New NH Modules - Section 3 Support	Current BH NH modules
Managed services and how to sell	Recommendation Center
	Additional Products (addons)
	Web Hosting Products

	Marketing Presentation
	Free SSL e-learning

Thoughts

I don't like this "100, 200" system. It makes it feel completely disjointed and confusing. I think it would be better to build foundations first and build from there. This would also lend to the idea of a five week NH training concept we have used for a couple of our channels, and would include sales.

Also, if we build foundations, we can better modulate the training and develop breaking points where different brands or channels can separate and come back together.

Essentially, the five week training concept is this: