Train the Trainer: Multilingual Multishift Workday Training

Tuesday, July 1, 2025, 1-4 p.m.

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Office of Human Resources UNIVERSITY OF WISCONSIN-MADISON

In-Person Workday Training Overview



The training series is designed for employees who do not use computers in their work and takes the place of the online Workday Employee–Self Service training.

38 total sessions during 1st, 2nd, and 3rd shifts for nearly 700 employees

- 14 English Sessions
- 12 Spanish Sessions
- 4 Tibetan Sessions
- 3 Hmong Sessions
- 3 Nepali Sessions
- 2 Chinese Sessions

Training Series Overview



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- Each session is 2 hours with breaks built in. Content is no more than 100 minutes.
- Each week includes time to present content and time for employees to practice exploring Workday through guided activities.

Week1	Week 2	Week 3
Overview of Workday	Recap of Week 1	Update Direct Deposit
Logging into Workday	Benefits and Pay Hub	View Time Off Balances
Tour of the Homepage	View and Print Payslips	How to Request Time Off
How to Update Personal Information		Overview of Compensation Tab
		Apply for Internal Positions
		Apply for BCMS Transfer
		How to Get Help

Why Now and Why This Content?



Why are we doing this training now?

- The first payroll processed in Workday happens the week of July 21
- Employees can view their own information during the training
- Allows employees just-in-time information

Why are we only covering certain topics?

• Topics focus on what employees can do in Workday as part of their employment at the university

Introductions



Introduce yourself to the people around you!

- Your name, where you work, what you do
- Answer:
 - How are you coming to today's session?
 - What are you hoping to get out of today's session?

Introductions



Introduce yourself to today's facilitators!

Answer on a notecard at your table:

- 1. What experience do you have presenting to an audience?
- 2. What experience do you have facilitating training for **adult** learners?



Today's Agenda

- Introductions, Working Agreements, and What to Expect Today
- Training Day Responsibilities
- Logistics Review
- Delivering the Training Content
- Q&A Panel with OHR SMEs



What to Expect Today





We will...

- Review materials available, and training day logistics, and some content specific materials
- Ask you to put on your learner hat and your trainer hat
- Give you time to ask questions throughout the session and at the end for OHR subject matter experts

We will not...

• Answer all your division-specific questions

Working Agreements





Ask questions!

- Raise your hand for a question about what we're currently reviewing.
- Write your question on a notecard if you have a question that can be saved for later, or if it is for an OHR SME to answer later.



Stay engaged!

- Listen to the presenter as they walk you through materials.
- Participate in the discussion activities.



Take care of yourself ©

• Step out if you need to and come back when you're ready.



Training Responsibilities

- Training Day Materials
- Chromebook & Workday Login
- Roles & Responsibilities: Trainers and Helpers

What materials will you have for training?



Digital Access	Paper Copies / Physical Access
PowerPoints and Facilitator guides	Participant handouts
	Quick Start Guide
	Attendance Sheet
FAQ Document	Employee Questions Tracker
Optional: Training for Helping in a Computer Lab – Video Series	Chromebooks and Mice

Training Delivery Materials

All materials are available on the <u>In Person</u> Workday Training Materials webpage

- HR Guides → Workday In-Person
 Employee Training → In Person Workday
 Training Materials
- PowerPoints and Facilitator guides
- Participant handouts
 - Printed copies for the number of employees in the room for the whole week
 - Separated by languages

Home / HR Guides / HR Guides for Employees / Workday In-Person Employee Training / In Person Workday Training Materials

In Person Workday Training Materials

This toolkit has training materials to support the <u>Workday in-person employee training</u>. The training series is designed for employees who do not use a computer in their work. Sessions will be held between July 21-August 8, 2025 for daytime, second, and third shifts.

Curriculum and training materials Week Curriculum **Training Materials** Week 1 Overview of Workday Training slides Logging into Workday Facilitator guide Tour of the Homepage Participant guide How to Update Personal Information Overview of the Benefits and Pay Hub Week 2 Training slides View and Print Payslips Facilitator guide Participant guide Update Direct Deposit Week 3 Training slides View Time Off Balances Facilitator guide Overview of Compensation Tab Participant guide Apply for Internal Positions Apply for Blue Collar Multishift Transfer How to Get Help Overview of training materials: Training slides

These slides will also be translated for employees who use Cultural Linguistic Services. Instructions include information on a computer and mobile device. Slides will be projected in the classroom during the session. Trainers will share the slides.

Quick Start Guide - Handout

Setting Up the Training Room



- Arrive to the classroom 15-20 minutes before the session
- Set up presentation materials using the provided instructions. A printout of the instructions is available at the podium in each classroom (please leave this printout here for the next trainer)
- Pass out printed handout materials to each pod. The printed handouts are located at the podium and are organized by language.
- Set up employee Chromebooks and computer mice.
- Confirm that the Chromebooks are connected to the UWNet Wi-Fi. If they are not connected, please connect using your own NetID login.
- U When you open the Chromebook, it will automatically open a tab to MyUW.
- Collect the attendance sheet from the podium. Greet employees as they enter the room and ask them to sign in.
- Remind employees to have their login information (NetID, password, Duo device) ready for the session.

Quick Start Guide - Handout



Leaving the Training Room

- Log off the AV system by following the instructions available at the podium. Unplug your computer.
- Collect the attendance sheet and leave it on the podium.
- Ensure that the Chromebooks have been restarted and are set up for the next class.
- Last session of the day:
 - Return the Chromebooks to the cart
 - Turn off the lights

Attendance



- All attendance sheets for the room will be in a folder
- One sheet for all three weeks
- Employees will sign-in at the front of the room each week
- After each session, please take a picture of the attendance, and email it so Anna, Brianne, and Sam.
 - We will share weekly attendance with the divisions' points of contact, and they can distribute missing attendance as needed

	Monday 10:00am-12:00pm English Session					
	Employee's Name	Division	Week 1 Sign-In	Week 2 Sign-In	Week 3 Sign-In	
1	Koh, Brenda Anne	Housing				
2	Brodowsky, Daniel	Housing				
з	Clark, John	Housing				
4	GRIFFIN, RICHARD P	FP&M Custodial Crew 105				
5	i Guy, Garren	Wisconsin Union				
6	HUGHES, MARVIN PORIDE	FP&M Custodial Crew 105				
7	JOHNSON, CYNTHIA	FP&M Custodial Crew 105				
8	liones, John	Housing				
9	Mulcahy, Michael	Wisconsin Union				
10	ROSAS, RICKY ESPINOZA	FP&M Custodial Crew 105				
11	ROTZOLL, MICHAEL JAMES	FP&M Custodial Crew 105				
17	TYMOKHIN, ROMAN	FP&M Custodial Crew 105				
13	WEYENBERG, JOSHUA	FP&M Custodial Crew 105				





FAQ Document – MLMS



- Tab 1 Frequently asked questions organized by topic
- Tab 2 Questions from Trainers

Employee Questions Tracker

- Paper copy in each room for you to write down the employee's questions that you will then transfer to the FAQ Document above
 - More to come on this later!

Chromebook Overview



Employees may use a Chromebook to navigate through Workday during the practice, or they may use their mobile device

- There will be 30 Chromebooks and mice in each room.
- For rooms where there are more than 30 employees, some will need to use their mobile device to access Workday.

Chromebook Overview

Chromebook Set-Up

- Open the Chromebook
- Ensure it is connected to the UWNet Wi-Fi
 - If not, please connect using your own NetID login.
 - The Chromebook will automatically open to MyUW
 - There will be a Workday tile in MyUW
- For today, we will log into the Workday training tenant

o go.wisc.edu/6jv3b5



Workday Login

- Week 1 Participant Handout
 - Instructions to log into Workday
 - Instructions to log into Workday on a mobile device
 - Organization ID: wisconsin6
- Take time to log into Workday, either on the Chromebook, or your mobile device.

Download the mobile app







Roles and Responsibilities – Trainers & Helpers



Trainer	Helper
Set up room	Help tidy up the room after the session
Track attendance	Help make sure employees have signed the attendance sheet
Present session information	Keep employees on track
Address employee questions	Float around the room to answer questions or offer support
Escalate questions to OHR as needed	Provide support to trainer as needed with resolving or escalating issues

Roles and Responsibilities – Trainers & Helpers



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Discuss: What can you do to ensure that you and the helper(s) are on the same page during the training session?



Logistics Review

- Schedules & Class Rosters
- Room Setup
- Parking Information
- Troubleshooting Common Issues

Schedules and Class Rosters

Identify:

- What is your own training schedule?
- Which training rooms will you be in?
- Are there sessions taking place before or after yours?

Room Setups



- Sterling Hall 2301
- Sterling Hall 2425
- Sterling Hall 3425
- Educational Sciences 212
- Sterling Hall Open Walkthrough Tuesday, July 15, 10:00–11:00am
- Educational Sciences Open Walkthrough Tuesday, July 15, 1:30–3:00pm

Sterling Hall – Room 2301





av.fpm.wisc.edu/sterling-hall-2301/



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Sterling Hall – Room 2425





av.fpm.wisc.edu/sterling-hall-2425/



Sterling Hall – Room 3425





av.fpm.wisc.edu/sterling-hall-3425/



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Educational Sciences – Room 212





av.fpm.wisc.edu/educational-sciences-212/



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Parking



- Daytime parking
 - For trainers ONLY: Lot 20, Lot 7, Lot 46 (gated and paid lots)
 - Contact your school, college, or division for service permit options
 - Service permit and accessible lots: 115 or 116 for Sterling Hall, 45 for Educational Sciences
 - Daytime parking not available for employees attending the sessions
- Late-night parking
 - Sterling Hall: Lot 26, Lot 56
 - Educational Sciences: Lot 56, Lot 45
 - Free for employees and trainers







Parking

- Employees with UW-Accessible Permits can park in any UW Accessible stalls
- If you do not have a UW-Accessible Permit and need one for these events, contact Transportation Services Customer Service:
 - <u>customerservice@fpm.wisc.edu</u>
 - (608) 263-6666



UWPD best practices for campus

- Safety first:
 - o stay on designated sidewalks and pedestrian walkways
 - o abide by all traffic signals

- Late night reminders:
 - Recommend walking in pairs to sessions
 - o Carpool if possible



Safety

- Call 911 in an emergency
- non-emergency phone number:
 608-264-2677 (direct to UWPD dispatch)



UW PD Support

- Campus is staffed 24/7 by a staffed police department.
- Employees that are attending the training sessions will likely see squad cars in the area as officers are conducting their patrols of campus
- UWPD will add notes to the shift briefings requesting that extra patrols be conducted during the heavy traffic times

Troubleshooting Common Issues



Discuss:

What are some issues you might experience on the day of the training?

Troubleshooting Common Issues

- Chromebook Issues
- TV Malfunctions
- Microphone Issues
- Employee shows up and needs an ASL accommodation
- Review the Quick Start Guide for solutions to common technology issues


Need technology help?



- Use the help phone attached to the side of the presenter desk. It will connect automatically.
- Use a personal phone to call 890-4900.

Projector/TV Screen Problems

Problem: The projector/screen is displaying a blank screen, "Input A-No signal" or a similar message.

Solution: Unplug the cable from your computer. Wait 5 seconds. Re-plug the cable.





Projector/TV Screen Problems

Problem: The projector displays the computer background image, but not the presentation content.

Solution: Press the Windows key + P ("P" for projector).

This should pop up a dual display menu. Repeating the keystrokes should switch between the dual display modes. Select duplicate and press enter.







Connection Issues

Problem: There is an issue with the wired connection.

Solution: You can wirelessly project content from your laptop computer, smart phone or tablet.

Instructions for connecting wirelessly will be displayed on the projector when you select **Wireless** on the touch panel.





Employee Needs ASL Accommodation

Problem: Employee shows up and needs ASL accommodation

Solution:

- Tuesday 10:45pm-12:45am session has an ASL interpreter
- We can work with the employee and their division to adjust the employee's training schedule.
- Employees should have already identified if they need an accommodation.

Reminder: If an employee needs ASL interpretation or other accommodation, email <u>accesscenter@ohr.wisc.edu</u> as soon as possible.

 Requests should be made no less than two weeks before the event. We will attempt to fulfill requests made after this date but cannot guarantee that they will be met.



What We're Still Figuring Out



- Chromebook and room security between sessions
 - Rooms need to be locked while classes are not in session
 - Working with FP&M to determine details

Break





Delivering the Training Content

- Training Adult Learners
- How to Address Employee Questions
- Example of Content Presentation & Engagement Activity
 - How to Prepare Yourself

Training Adult Learners



Discuss:

When we are **developing** and **delivering** a training for adult learners, what are key elements we should keep in mind?

Training Adult Learners

Key Elements of Training Adult Learners

- Who is the audience?
- What is the "why?"
 - i.e., why should they care about what you're saying?
- What are the learning objectives?
 - i.e., what is the content?



Training Adult Learners

Discuss

- Who is the audience?
 - What do you know about them?
 - What do they value?
 - What prior knowledge are they coming with?
- What is their "why" for learning about Workday?
 - Why should they care about Workday?



Who is the audience?



- Need for plain language
 - Direct and actionable language
- Need for one way to complete tasks in Workday
- Do not use computers as part of their job
 - Varied computer literacy

How to Address Employee Questions

- When will I get my paycheck?
- Can I start taking time off now?
- How do I get back to the homepage in Workday?
- When do I need to have my time sheet submitted by?
- If I want to make an update to my benefits, where should I go?

What do you notice about these employee questions?

How to Address Employee Questions



If	Then	Example
1. The question is specific to the employee or their division	Encourage them to ask their supervisor or local HR.	"When do I need to have my time sheet submitted by?"
2. You know the answer to their question	You can answer it!	"How do I get back to the homepage in Workday?
3. You are not sure of the answer, and it is not specific to the employee or division	Tell them you don't know right now and follow up next week.	"If I want to make updates to my benefits, where should I go?"

Use the following process to track questions, escalate them, get them answered, and follow up with the employee.

How to Address Employee Questions



If you are not sure of the answer, **and** it is **not** specific to the employee or division, then tell them you do not know, and you will follow-up with them next week.

- 1. Write the question down on the Employee Questions Tracker
 - This will help you remember what the question was and who asked it.
- 2. After the session, add the question to the FAQ document, tab 2 Question from Trainers
 - This will escalate the question to OHR
- **3**. OHR will keep track of the questions and work to answer the questions that are submitted
- 4. Review the FAQ document before your next session to provide the employee with the provided answer to their question

Training Series Overview



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		Apply for BCMS Transfer
		How to Get Help

Each week will include:

- Introductory slides- review expectations, overview of content, welcoming activity
- **Conclusion slides-** how to log off, resources, next steps

Example of Content Presentation & Engagement Activity



Week 2 Materials

- Introduction Slides / Working Agreements
- View and Print Payslips
- As we present and model the engagement activity, keep an eye out for the following:
 - What did you notice about the type of materials presented?
 - How do we use the PowerPoint presentation?
 - How do we set up the engagement activity?



Example of Content Presentation & Engagement Activity

Week 2 PowerPoint

Slide #2-6, Slide #33-47

Example of Content Presentation & Engagement Activity



Discuss – What did you notice about how we presented the materials?

- What did you notice about the type of materials presented?
- How did we use the PowerPoint presentation?
- How did we set up the engagement activity?

How to Prepare Yourself



Prior to each week's session, take at least 30 minutes to:

- Review the slides, facilitator guide, and learner handout
- Login to Workday and click through the steps from the slides and learner handout
- Review the engagement activities (timing, purpose, etc.)
- Optional: If you want to modify the speaker notes for your own voice, feel free
 - Be careful not to change the focus and meaning of the content
- Show up early to the session (15 minutes at least)
 - Be aware that there may be a session before or after yours

Break





Q&A Panel with OHR SMEs

- Logging into the Workday Mobile App
- MyUW Tile Changes
- Fiscal Year Leave Changes
- Floating Holiday and Holiday Use Changes
- New Time Off Request Form
- BCMS Transfer Form
- Time Clocks
- Open Panel

Training Series Overview



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		Apply for Internal Positions	
		Apply for BCMS Transfer	
		How to Get Help	

Q&A Panel Overview



OHR SMEs will review the following topics. You can ask your questions during each of the topics.

- Logging into the Workday Mobile App
- MyUW Tile Changes
- Fiscal Year Leave Changes
- Floating Holiday and Holiday Use Changes
- New Time Off Request Form
- BCMS Transfer Form
- Time Clocks

Any other questions you have can be addressed at the end.



Log into the Workday Mobile App

- 1. Open the Workday Mobile app
- 2. Tap Log in
- 3. Enter Your Organization ID or scan the QR

code

• Your Organization ID: XXXXXXXXX



MyUW Tile Changes

Workday Tile

Employees will be able to access Workday through a new tile in MyUW.

Session Impacted: Week 1 – Logging Into Workday

- Trainers will present this information.
- We're instructing employees to navigate to MyUW, then accessing Workday through the Workday tile.





MyUW Tile Changes

Historical Payroll and Benefits Information

Session Impacted: Week 2 – Overview of Benefits and Pay Hub

- Trainers will present this information.
- Tax statements and earning statements from before June 29, 2025 will be available in the Historical Payroll and Benefits tile.





MyUW Tile Changes

My Insurance Benefits Tile

Session Impacted: Week 2 – Overview of Benefits and Pay Hub

- Trainers will present this information.
- The new benefits system can be accessed within Workday, or through the new MyUW tile.





Fiscal Year Leave Changes



Session Impacted: Week 3 – View Time Off Balances

 Trainers will **not** present on this material, but employees may have questions about this.

University Staff employees will receive their leave balances starting on July 1 instead of January 1. Employees will receive:

- Their full vacation allocation (reduced if they received vacation advance)
- 36 hours of personal holiday (prorated if part-time)
- 2 legal holidays in advance
- Any unused vacation hours accumulated during the transition period (January 1, 2025–June 30, 2025).

https://hr.wisc.edu/university-staff-leave-schedule-change/

Floating Holiday and Holiday Use Changes



Session Impacted: Week 3 – View Time Off Balances, How to Request Time Off

 Trainers will **not** present on this material, but employees may have questions about this.

Starting July 2025, employees may only use up to 2 legal holidays in advance of having earned those hours.

Who is impacted

- Employees who work during holidays
- Employees who work to support campus with 24/7 schedules

https://hr.wisc.edu/hr-guides/for-employees/overview-of-what-ischanging-for-advance-use-of-legal-holidays/

New Request Time Off Paper Form

Session Impacted: Week 3 – How to Request Time Off

- Trainers will present the following information.

Employees will use a **paper form** to submit a time off request.

- Ask your supervisor for a paper form
- **Fill out** the paper form
- Return the paper form to your supervisor

Previously, divisions used different forms.

- Now, there is one form for all divisions to use. The form will also be translated.
- Preferred method is to use Workday (specific to this audience).



New Request Time Off Paper Form

Some divisions have different guidelines about time off, so if employees have questions, they should reach out to their supervisor for help.



New Blue Collar Multi Shift Transfer Form



Session Impacted: Week 3 – BCMS Transfer Form

 Trainers will present the following information, along with how to view open positions in Workday.

Employees might apply for a BCMS transfer to:

- Change shift times
- Change departments or crews within a division

Who can apply for a BCMS transfer?

 Blue Collar Multi-Shift transfers (BCMS) are only for current, permanent UW-Madison employees.

How can I apply for a BCMS transfer?

- You can apply online or in-person.
 - A completed BCMS transfer form is required for both online or inperson applications.

New Blue Collar Multi Shift Transfer Form

- Find the BCMS Transfer form here: <u>https://jobs.wisc.edu/bcms</u>
- Available in all languages
- Paper forms available

BCMS Forms					
ENGLISH	ESPAÑOL/SPANISH	ອ _ຊ ່ອງ/ TIBETAN	中文/CHINESE	गेपाती/NEPALI	HMOOS/HMONG



Blue Collar Multi-Shift Form

Job Title:	Your Current Job Title:
Last Name:	First Name:
Phone:	Email:
Signature:	Date:

Required if submitting a paper application:

Employee ID #:	Job Requisition ID:	
(Found on your earning statements)		

Deadline to apply is seven (7) calendar-days from posting date.

SUBMISSION INSTRUCTIONS:

This form must be submitted with your online application or in-person to be considered for a blue collar multishift transfer within your division.

Online Application:

Save and upload this form as an attachment when applying online.

In-Person Application:

Division:	Where to Submit:	Questions?
Facilities, Planning & Management (FP&M)	45 N. Charter Street, Room 18 (the box outside) or 30 N Mills, Suite 362 (Human Resources office)	fpmhr@fpm.wisc.edu 608-265-8096
University Housing	15 Slichter Residence Hall 625 Babcock Drive, Madison WI 53706	hr@housing.wisc.edu 608-262-2766
Union	Memorial Union, Room 4186 800 Langdon Street, Madison WI 53706	hr@union.wisc.edu 608-263-5596

If you have questions, please contact the Office of Human Resources at 608-265-2257 or <u>uwjobs@wisc.edu</u>. Please call Cultural Linguistic Services if you need assistance in Spanish (Español 608-263-2328, 608-263-0623 o 608-265-0838), Hmong (Hmoob 608-263-2217), Tibetan (संत्रेज्ञ 608-890-2545), Chinese (汉语 608-890-2628), or Nepali (नेपाली 608-262-7521).



New Blue Collar Multi Shift Transfer Form



Paper applications are available

- Request a paper BCMS Transfer form from your division's HR office or print the form from the BCMS website: <u>https://jobs.wisc.edu/bcms</u>
- Submit the completed transfer form to your HR office.

Employees should work with their supervisor and/or local HR to access and complete the BCMS Transfer form.

Time Clocks



Select employees to log their working hours by clocking in and out. Employees have already received information about timeclocks (including training materials).

The following four divisions use time clocks:

- Athletics
- FP&M
- Housing
- Rec Well

Resources:

- Overview of what is changing for Time Clocks
- How to use the new time clocks


Other Questions?





Resources and Next Steps





All training materials are available on the <u>In Person Workday Training Materials</u> <u>webpage</u>

Expect a Friday email starting the week before training (July 18)

- Link to the training materials (same as above)
- Reminders about processes
- Optional: Reflection survey for you to fill out after your session to see how things went in your room.

Email us!

If you see an issue with materials or are experiencing difficulties in your room, let us know so we can address the issue.

Next Steps



- Attend room walkthroughs:
 - Sterling Hall Open Walkthrough Tuesday, July 15, 10–11 a.m.
 - Educational Sciences Open Walkthrough Tuesday, July 15, 1:30– 3 p.m.
- Manager/Supervisor Preview July 17
- Review the training materials prior to your sessions
- Log into the Workday Tenant and explore (if you haven't already)
- In case of an emergency and you cannot attend your session, please let us know as soon as you can.
 - Email the MLMS point of contact from your division, and Anna, Brianne, and Sam

THANK YOU





MLMS Work Group



- University Recreation & Wellbeing Alec Triggiano
- Wisconsin Union Gabe Clist
- Facilities Planning & Management Kayla McConville, Jacy Whitehead, Erin Lewerenz
- Athletics Kayla Weisensel, Sharon Hahne
- University Health Services Lana Martin
- University Housing Laurie Teeter