

DEVELOPMENT SIGN OFF & TRACKER SUMMARY

Development Sign-Off Overview

After a team member has successfully demonstrated the ability to perform a task proficiently in various situations and scenarios that may be presented during completion, it is also necessary to see proficiency multiple times and on different days and times to ensure they are prepared for all situations. Numerous reviews of various situations confirm that skills are mastered and create accountability for the person being signed off and the manager. By making this accountability, we can better ensure that processes and procedures are consistently performed to standard. Additionally, the sign-off allows us to have more productive coaching interactions in the future if the team member's performance on the task declines.

Development Sign-Off—Online Modules

Development sign-off for online modules must be completed by a Store Manager, General Manager, or multi-site director. Additionally, sign-off forms can only be completed by management team members who have previously been signed off on the Development Sign-Off module. The following chart displays who is responsible for completing sign-offs for each position.

| Store Manager | General Manager | Multi-Site Director (Low) | Multi-Site Director (High) |
|---------------|-----------------|---------------------------|----------------------------|
| Team Leader 1 | Shift Leader 1 | Shift Leader 1 | General Manager |
| Team Leader 2 | Shift Leader 2 | Shift Leader 2 | |
| | Store Manager | Store Manager | |

As you review the checklist, each item will include information regarding correct answers and performance standards, as explained in the online modules. There will also be indicators as to whether something must be completed precisely as listed (Product Knowledge, Loading) or if the team member only needs to be able to explain the key points or tasks (Equipment Knowledge, The Lot).

Development Sign-Off—Workshops

The development sign-off for a workshop must be completed by the host(s) of the workshop. Additionally, workshop development sign-off can only be completed after attending the workshop.

1. After attending a workshop, the host will submit the attendance for the workshop
2. After completing attendance, the participants will receive an email with a link to complete their sign-off quiz
3. Once the quiz is completed, the team member submits the form, and the workshop host(s) are notified to review it
4. The workshop module will register as complete if the quiz is passed. If not, the team member must attend the workshop again and reattempt the quiz

Development Tracker

The Development Tracker displays four dashboards with different information related to development progress. As TalentLMS quizzes are passed, workshops attended, and sign-offs are completed, the development tracker will update to reflect those events. Each dashboard displays information as listed in the following table:

| | |
|---|---|
| TalentLMS Module Completion | Shows a checkmark when the team member has passed the quiz on TLMS |
| Development Sign Offs | Shows a checkmark when a manager has signed off the team member |
| Team Leader Development Tracking | Shows a checkmark when the team member has passed the quiz and a manager has signed off the team member |
| Team Leader Progress by Site | Shows a checkmark when the team member has attended the workshop and is signed off by a workshop host |
| | Shows the percentage of team members at each location who have completed the module or workshop |

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How It Works

When a team member passes the quiz in a TalentLMS module, the TalentLMS Module completion dashboard will update to indicate that the team member has completed the module. This action will only occur if the user completes the quiz.

- If a quiz or module is manually marked complete, the tracker will not update
- If the Employee ID in TalentLMS is incorrect

When a manager completes the development sign-off form, the Development Sign-Offs dashboard will update to indicate that the sign-off has been completed. This action will only occur if the TalentLMS quiz has been passed before the form is submitted.

- Module not completed
- Module does not exist
- Employee ID on sign-off form does not match Employee ID in TalentLMS

NOTE: If you have not accessed a module within the last 60 days and there is no data in the TalentLMS Module Completion dashboard, you must complete the module again.

Resources

For support regarding **Development Modules**, please consult from the following list:

| Contact | Contact Method | Where does the message go? |
|-----------------------------------|--|--|
| Development Support Request Form | Complete the form | Store Email Distribution IT & Development Teams |
| Area Director Development Team | Area Director Phone or Email development@whitewatercw.com | Area Director Development Team |

For support regarding **TalentLMS** accounts or the **Development Tracker**, please consult from the following list:

| Contact | Contact Method | Where does the message go? |
|----------------------------------|--|--|
| Development Support Request Form | Complete the form | Store Email Distribution IT & Development Teams |
| IT Team Development Team | it@whitewatercw.com development@whitewatercw.com | IT Team Development Team |

Development Support Request Link & QR Code

<https://www.cognitoforms.com/WhiteWaterCarWash1/developmentsupportrequest>

