

Percipio FAQ's & Guidance for Managers

For assistance, please reach out to James Bordeaux (jbordeaux@gotriangle.org) in Talent Services.

- 1. What is Percipio?** Percipio is the name of our new Learning Management System (LMS). Similar to an online university, Percipio provides access to pre-loaded content for learning around soft skills, technical skills, digital skills, business skills, leadership, compliance and much more.
- 2. Why are we implementing Percipio now?** Employee development is a strategic priority identified in the 2017 Organizational Assessment Report. As such, our board and senior leadership team continue to look for ways to improve recruitment, development and retention of staff.
- 3. What types of training are available via Percipio?** Types of training available includes cybersecurity, decision-making, customer service, diversity and project management, to name a few. Microsoft Office, SharePoint and Microsoft Teams are some of the more technical options available.
- 4. How can I gain access to Percipio?** Percipio is a cloud-based service. You will receive an email with your user id from GoTriangle@percipio.com inviting you to log onto the application and create a password. No download, install, or software needed.
- 5. What if I do not have a laptop or desktop computer?** No problem. You can use a tablet or cell phone to log in with your user id and password. You can also access content via the Percipio App on your device.
- 6. How will learning content be assigned to me and who will assign it?** James Bordeaux, Talent & Development Manager, is the primary LMS Administrator. James will partner with your management team to determine “assigned” professional development opportunities.
- 7. How is assigned training defined?** Assigned training is offered as an employee benefit and is paid training. Assigned trainings are professional development opportunities, placed into your Percipio account by the LMS Administrator.
- 8. What is optional training and why is there a difference?** We want to give employees as much access to the system as possible, and to do so within budget. Optional trainings are recommended to you by Percipio or may be identified by you and your manager. Optional training is voluntary; therefore, unpaid.
- 9. Is the training mandatory?** Assigned training is offered as a benefit. We expect all staff to set up their accounts and to complete all assigned training by the due date.
- 10. Will I be paid for completing the “assigned” training?** Yes. All assigned training is paid training based on the allotted time for completion. Exempt employees do not have to report time for training.
- 11. As an hourly employee, what do I need to do to receive pay for completed training?** You will coordinate completion of your assigned training with your manager. We encourage completion of assigned training within the same workweek.
- 12. Will completing the assigned and/or optional training guarantee promotion?** No. However, it is a sure way to increase your skills and confidence in areas of personal and professional interest.

- 13. Will completing the assigned and/or optional training factor into my performance evaluation?** No, not at this time. However, it is a longer-term goal for future trainings to support annual performance goals.
- 14. Are there incentives or special recognition for completing certain trainings?** Yes. Within Percipio, you can earn digital badges for successful completion of courses like Becoming a Great Listener or Leadership Insights on Emotional Intelligence.
- 15. Can I earn CEU credits?** You can earn CEU credits, plus academic credit toward undergraduate degrees and professional certification programs, including The Program Management Institute (PMI).
- 16. Will training completed outside of Percipio be tracked?** No. Outside trainings will not be tracked within Percipio.

Getting Started with Aspire Journey

- 17. How soon will I have access to Percipio?** Everyone will gain access to Percipio during the Aspire Journey launch, which will run October 2020 through December 15, 2020. The Aspire Journey is a customized learning plan created to make it easy for you to become familiar with Percipio.
- 18. Who is responsible for steering the Aspire Journey implementation?** Talent Services' goal is for every employee to have a satisfying user experience with Percipio. James Bordeaux (jbordeaux@gotriangle.org) is the main point of contact for implementation.
- 19. For the Aspire Journey, will everyone be assigned the same learning content?** For the Aspire Journey, assignments will be based on two learning tracks - one for non-management staff (30 minutes) and another for management (60 minutes).
- 20. What can I expect after the Aspire Journey, which closes out December 2020?** Great question. Lots more to come in 2021 to include annual compliance courses, foundational workplace training along with customized learning journeys for all managers and employees.

Guidance for Managers

- All GoTriangle employees will have access to “assigned” professional development opportunities through Percipio, as an employee benefit. Please share your knowledge and enthusiasm for Percipio with your staff.
- To encourage and support early adoption, please ensure that all staff are setup with access to Percipio and granted dedicated time and/or computer access to complete assigned trainings.
- For budget purposes, it is our intention to plan for and limit the number of paid hours on an annual basis. Each training has an allotted training time. Please coordinate and encourage completion of assigned training for all staff, especially for your hourly/non-exempt employees. Please note that optional and/or suggested training is voluntary; therefore, will not be paid.
- Periodic reporting will be provided to help you monitor completion rates. Please follow up with staff regularly to ensure that the “assigned” professional development trainings are complete by the due date.

For technical concerns, refer staff to online customer support, available 24/7, via <https://support.skillssoft.com/> or by phone at 1-866-SKIL-HELP (1-866-754-5435).