

The Masterful
Virtual Trainer
Online Workshop

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Masterful Virtual Trainer Research Report

Example of software Script and Slides

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Informal Research on Using Real-life Incidents in
Software Webinars

Premise

1. Over 450 people took the test. The purpose is to get a feedback on using incidents in webinars compared to the typical lecture and PowerPoint slides.
2. The study is very simplified and is **not intended as a scientific research**.
3. Learners attended a short 20-minute session. They were asked to assess Lesson A and Lesson B. The trainer narrated Lesson A with no interactions. In Lesson B, the trainer used an incident and asked more questions of the learners. Participants completed a survey at the end of the webinar.
4. Learners have access to a PDF document on the pre and post reference features, benefits and guide on how to use the software.

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Informal Research on Using Real-life Incidents in Software Webinars

Content Context

1. The content is on using Oracle's Manufacturing Software to process blood purification procedures.
2. Patients go to a clinic and have their blood collected and sent to a processing lab center.
3. It is critical that the patients' blood is returned to the clinic within 48 hours. FedEx is the shipper.

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The Results

How would you rate A and B?

Which one made the information easier to learn?

- A 11%
- B 89%

Which one engaged you the most?

- A 5%
- B 95%

Which one helped you remember the content?

- A 20%
- B 80%

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“What we learned about using real-life incidents.”

“Aid better in recall.”
“Easy to remember.”
“Clear message.”
“I remembered the patient and mislabeled bag.”
“I know now why patients complain.”
“The patient in the waiting room is dramatic and real.”
“I did not remember all the details of the content, but recalled the main ideas.”

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Dendreon

Lesson A

Changing Labels in the System

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Version 4.0 Effective Date: 12/01/2010 Confidential and Proprietary Information

Lesson A



Commercial Final Product Labeling and Shipping

Part 4


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Version 4.0

Effective Date: 12/01/2010

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Lesson A



Targeting Cancer, Transforming Lives™

E-Business Suite

Navigator

Select a function:

Edit Navigator

Final Product Labeler

OPM Production Operator

OPM Production Operator

Incubation Tracker

Production

Batches

Batch Material Dis

Batch Steps

Batch Operation Var

ERES Review

DN: Lot verification Report

Inquiries

Production Schedule

Batch Step Variance

Material Variance

Resource Variance

Work In Process

Sales Order/Batch Reservations

Reports

Run

View

Set

Others

Session Parameters

Inquiries

Item Inquiry

Transaction Inquiry

Query Item Master

Lot Genealogy

Receiving

Receipts

Receiving Transactions

Receiving Transactions Summary

Lesson A - Dendreon Development Instance - Cloned from REL1 on 09/23/07

The Batch Form

Plant **NJY** Document **NEW** Status ☐ Terminated

Recipe Recipe Version

Recipe Description Formula Version

Formula Description Routing Version

Routing Description

WIP Warehouse Warehouse Desc

Planned Start Actual Start

Planned Completion Actual Completion

Required Completion Batch Close

☐ Calculate Step Quantity ☒ Update Inventory ☐ Enforce Step Dependency

☐ Firmed ☐ Finite Scheduled Priority

☐ Phantom Parent Batch

Firm Planned Order

Steps **Material Details**

- Upon selecting Batches from the main menu, a blank Batch form is displayed.
- We now have to query for the Batch we want. (Query = Search)
- Query for the Batch / COI# by clicking on the Flashlight.

Lesson A - Dendreon Development Instance - Cloned from REL1 on 09/23/07

Batch

Plant **NJY** Document **NEW** Status ☐ Terminated

Find Batches

Status Terminated

Document **NJY** 300001-1

Recipe Version

Formula Description Version

Routing Description Version

WIP Warehouse

Product

Planned Dates

From Start To Start

From Completion To Completion

From Required To Required

Actual Dates

From Start To Start

From Completion To Completion

From Batch Close To Batch Close

Firm Planned

Find

1. Scan COI # from the In-Process Label on the BR

2. Select

The 'Find Batches' window will automatically open.

1. Scan the COI into the Document field

2. Click Find

Note: QA will issue Mfg a paper batch record.

- COI Labels are issued with the BR.
- COI Labels are scanned to reduce errors.

Steps **Material Details**

Lesson A SIM2 (Copy of Production as of 27-JUN-2010)

Plant: NJY Document: 300001-1 Status: Pending ☐ Terminated

Recipe: 70421 Recipe Version: 1
Recipe Description: sipuleucel-T
Formula: 45025 Formula Version: 1
Formula Description: sipuleucel-T
Routing: 45025 Routing Version: 1
Routing Description: sipuleucel-T
WIP Warehouse: N01 Warehouse Desc: New Jersey Materials Whse
Actual Start:
Actual Completion:
Batch Close:
☐ Calculate Step Quantity ☒ Update Inventory ☒ Enforce Step Dependency
☐ Firmed ☐ Finite Scheduled ☐ Phantom Priority:
Firm Planned Order:
Parent Batch:
Products: 1 By-products: 0 Ingredients: 63

Steps Material Details

Lesson A

Oracle Applications - TRAIN (Copy of Production as of 03-FEB-2009)

Plant: NJY Document: 300001-1 Status: WIP ☐ Terminated ☒ Enforce Step Dependency ☐ Calculate Step Quantity

Routing: 45042 Routing Version: 1
Production Routing Qty: 1 Routing Qty UOM: EACH

Operation Details

Step	Operation	Version	Step Status	Start	Completion	Close Date
10	DO SETUP/SPK BAG	1	Closed	01-FEB-2010 18:31:34	01-FEB-2010 20:17:46	02-FEB-2010 17:10:57
20	ADD B0S77/INC IN	1	Closed	01-FEB-2010 20:49:09	02-FEB-2010 01:39:05	02-FEB-2010 17:11:38
30	MAT REC/D0 CLOSE	1	Closed	02-FEB-2010 01:39:42	02-FEB-2010 02:23:52	02-FEB-2010 17:12:07
40	D2 SETUP/INC OUT	1	Completed	02-APR-2010 12:26:09	02-APR-2010 12:28:04	
50	HARVEST/ADD LR'S	1	Completed	02-APR-2010 12:29:24	02-APR-2010 12:29:31	
60	MAT REC/D2 CLOSE	1	Completed	02-APR-2010 12:30:30	02-APR-2010 12:30:38	
70	PRINT/PACKAGE	1	WIP	02-APR-2010 12:33:39		

Batch Material Details

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Lesson A



Now that the Batch has been found, we can work in the batch.

❑ Click on the Steps button.

❑ Once in the Steps form, select Step 70.

Example Batch Record

DOCUMENT TITLE: Signature		DEPT: MFG	DOC. NO: BR-45025
Revision: 3		LOT NUMBER:	
Step	Step Description	IPR/DATE	VFR/DATE
35) Day 2 Processing Time	Bag Sealed (Oracle Step 60 MAT REC Time) - Harvest Time (Bags Out Time) = Hours Min If process was longer than 2 hours and 18 minutes, notify a supervisor		
36) Shipping	<ul style="list-style-type: none"> Record Final Product Packaging Time from Step 31 and sign the "Shinner" line at the beginning of the Batch Record Date: _____ Time: _____ Release the "PRINT / PACKAGE" step in the Oracle batch Reconcile materials associated with Operation step 70 in the Oracle batch Print labels and record Printer ID: _____ Package and ship product per SOP-11110. Record Actual Product Packaged Date and Time: Date: _____ Time: _____ If Actual Product Packaged Date and Time exceeds Final Product Packaging Time from Step 31, notify a supervisor <ul style="list-style-type: none"> Complete the "PRINT / PACKAGE" step in the Oracle batch Change batch status to "COMPLETE" in Oracle Print a copy of the completed e-record and attach to the paper batch record 		

Lesson A



Releasing Steps

- A Step must be selected in order for it to be released.
- Steps must be released to WIP in order to work in that step.



Lesson B

Changing Labels in the System

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Version 4.0

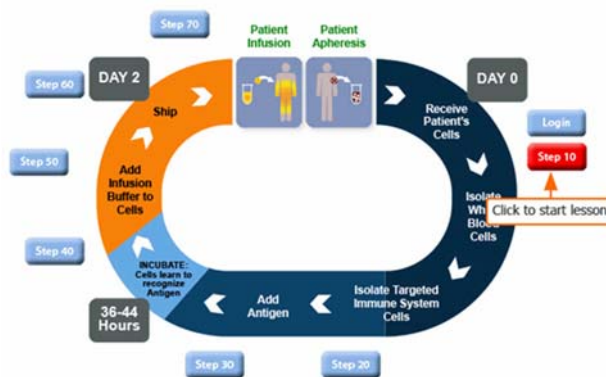
Effective Date: 12/01/2010

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Lesson B



Overview of the process



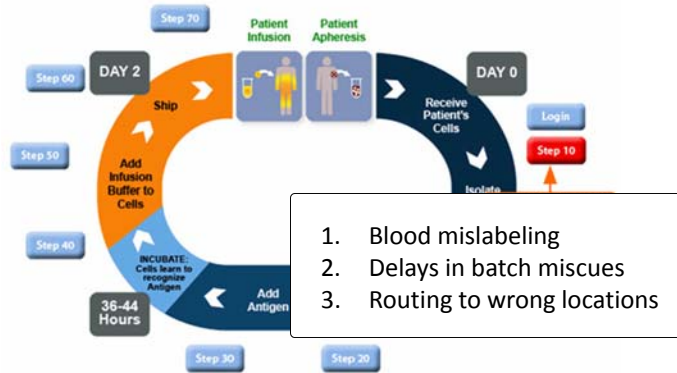
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Effective Date: 12/01/2010

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Lesson B



Using your pen, select which one incident is a common issue in Step 10?
Type in chat, what is the impact of this incident to the business?

Version 4.0

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Lesson B



Where is my blood?

I have been waiting
for hours?

This was supposed to
be a 30 minute visit.

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Version 4.0

Effective Date: 12/01/2010

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Lesson B
Dendreon®



Oh come'on, there
must be a mix-up
somewhere?

Did FedEx deliver my
blood?

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Version 4.0 Effective Date: 12/01/2010

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Lesson B
Dendreon®



This should never
happen.

I could die you know.

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Version 4.0 Effective Date: 12/01/2010

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Lesson B
Dendreon®



Have you been
in this situation?

What do would
you do?

Type in chat

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Version 4.0 Effective Date: 12/01/2010

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Lesson B
Dendreon®



"Oh no!"

COI: 9399414
First: John
M.I.: C.
Last: Smith
Routing: 42560
Batch: 6001-21023

What should you check first?

- Routing Number
- Batch Number
- Call for help

Type in chat

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Lesson B

Oracle Applications - TRAIN (Copy of Production as of 03-FEB-2009)

File Edit View Folder Tools Actions Window Help

Batch Steps

Plant NJY Document 300001-1 Status WIP

Routing 45042 Routing Version 1

Production Routing Qty 1 Routing Qty UOM EACH

☐ Terminated
☒ Enforce Step Dependency
☐ Calculate Step Quantity

Operation Details

Actual Dates Step Quantities Charges Others

MFG

Step	Operation	Version	Step Status	Start	Completion	Close Date
10	D0 SETUP/SPK BAG	1	Closed	01-FEB-2010 18:31:34	01-FEB-2010 20:17:46	02-FEB-2010 17:10:57
20	ADD B0S77/INC IN	1	Closed	01-FEB-2010 20:49:09	02-FEB-2010 01:39:05	02-FEB-2010 17:11:38
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40	D2 SETUP/INC OUT	1	Completed	02-APR-2010 12:26:09	02-APR-2010 12:28:04	
50	HARVEST/ADD LR'S	1	Completed	02-APR-2010 12:29:24	02-APR-2010 12:29:31	
60	MAT REC					
70	PRINT/PA					

What field do you need to fix?

What is the step before this?

What is the step after this?

Type in chat

Batch

Material Details