

**IT 520 Milestone Two Guidelines and Rubric: Training Plan and Area of Focus Guidelines**

Submit a written report in which you discuss how you will approach training the Mobile Division management team and communicating the new guidelines to existing employees.

**Refer to the case study (BOLDFlash: Cross-Functional Challenges in the Mobile Division) and the artifact documents (located in the Assignments folder) for this and all other milestones related to the final project.**

**Specifically the following critical elements must be addressed:**

- **Training Plan: Communication**  
Determine the communication strategies you will incorporate in all areas of focus, and describe why. Discuss how these communication strategies are appropriate for those individuals to whom your training is directed. Provide evidence to support your conclusions.
- **Training Plan: Collaboration**  
Discuss the collaboration strategies you incorporate in communicating with all areas of focus. Determine the collaborative structure and strategies that will help the various managers and directors throughout and after their training experiences. Why are these appropriate? Who will be collaborating? Provide evidence to support your conclusions.
- **Training Plan: Method(s)**  
Determine the training method(s) you will use (how you will share your training with trainees and other stakeholders) in your chosen area of focus. Your method must be appropriate for the audience to which you want to communicate. Justify your choice(s) of methods with research.
- **Specific Guidelines**  
Identify the key steps of your framework for creating successful communications in your chosen area of focus. Keep in mind the various audiences that need the information. Remember that your guidelines need to be detailed for the management team to follow, clear for your colleagues to understand, and accurate to ensure that the resulting communications are successful. Discuss how you will approach training the Mobile Division management team and communicating the new guidelines for communication to them.

**Rubric**

**Guidelines for Submission:** Your written submission must follow these formatting guidelines: double spacing, 12-point Times New Roman font, one-inch margins, and APA-style citations. You should include four to six references. Page length requirements: 6–8 pages, not including cover page and reference page.

<b>Critical Elements</b>	<b>Proficient (100%)</b>	<b>Needs Improvement (75%)</b>	<b>Not Evident (0%)</b>	<b>Value</b>
<b>Training Plan: Communication</b>	Determines relevant and proven communication strategies for use in training the management team, supported with valid research	Determines communication strategies for use in training the management team, but they are not all relevant or not proven with valid research	Does not determine communication strategies for use in training the management team	20
<b>Training Plan: Collaboration</b>	Determines collaborative structure and strategies that will logically facilitate successful training and communication experiences for the management team	Determines collaborative structure and strategies for training and communication experiences for the management team, but not all of the strategies are likely to facilitate success, or the structure will not be beneficial given the context of the training	Does not determine collaborative structure and strategies for training, and/or communication experiences	20
<b>Training Plan: Training Method(s)</b>	Selects an appropriate training method(s) and justifies with relevant research	Selects a training method(s) and justifies with research; however, training method is not appropriate for the intended audiences or justification is not based in relevant research	Does not select and justify a training method	20
<b>Specified Guidelines</b>	Outlines detailed, clear, and accurate guidelines for creating successful technical communications within the focus area	Outlines guidelines for creating technical communications within the focus area, but guidelines are not detailed, clear, and/or accurate	Does not outline guidelines for technical communications within the focus area	20
<b>Articulation of Response</b>	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	20
<b>Earned Total</b>				<b>100%</b>

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