

Overview:

Week 5-10 flexible Post-VSU learning journey combines field reinforcement, operational mastery, and leadership development. Structured with durations and topic pacing, allowing for live facilitation or asynchronous learning based on availability.

Post Week 5–6: RI Field Experience (Full Two Weeks):

1. Run 20+ Appointments as an RI

- Full-time field immersion

Week 7: Tactical Systems & Workflow Training (7h 0m total):

1. Monday

- Service Titan Refresher from Pre-Week 1
 - *Dispatch Board, RI Capacity, Data Accuracy – 120 mins*
- Certify & Follow-Up Tasks
 - *Moving jobs off hold and certifying a job – 60 mins*

2. Tuesday

- Contract Pickup Process
 - *Booking + documentation – 30 mins*
- Sigma Dashboards
 - *Reports and interpretation – 60 mins*

3. Wednesday

- Strategic Lead Assignment
 - *Matching leads to right RIs – 45 mins*
- Rehash
 - *Strategy & Workflow – 45 mins*

4. Thursday:

- Time management
 - *How to utilize your time wisely – 60 mins*

5. Friday:

- Weekly Follow-Up
 - *Regional Director-led discussion and Q&A*

Week 8: Accountability & Coaching Systems (3h 30m total):

1. Monday:

- Performance Documentation
 - *Follow-up process, alignment and escalation – 60 mins*

2. Tuesday:

- Leader vs. Manager
 - *How to shift from doer to coach – 60 mins*

3. Wednesday:

- Feedback & Difficult Conversations
 - *How to coach, correct, and reset expectations – 60 mins*
- PIP
 - *Structure and delivery of formal improvement plans – 30 mins*

4. Friday

- Weekly Follow-Up
 - *Regional Director-led discussion and Q&A*

Week 9: Leadership Identity (4h 0m total)

1. Monday:

- Situational Leadership
 - *Nowlin – 60 Minutes*

2. Tuesday:

- 5 Levels of Leadership
 - *How to level up from Position to Pinnacle – 60 mins*

3. Wednesday:

- Mental Fitness (Leashes)
 - *Staying grounded during pressure – 60 mins*

4. Thursday:

- Emotional Intelligence & Triggers
 - *Recognizing and adjusting reactions – 60 mins*

5. Friday:

- Weekly Follow-Up
 - *Regional Director-led discussion and Q&A*

Week 10: Contact Center & Field Metrics (2h 00m total)

1. Monday:

- Sigma Dashboards (Advanced)
 - *Behavioral patterns, forecasting – 60 mins*

2. Tuesday:

- Contact Center Metrics
 - *Lead source behavior, rep performance – 60 mins*

3. Wednesday:

- PNL 101
 - *Connor – TIME undecided??*

4. Friday:

- Final VSU SM Follow-Up
 - *Regional Director-led discussion and Q&A*