

24 PLUS FOR SUPERVISORS AND MANAGERS

TECHNICAL REQUIREMENTS AND ONLINE TRAINING GUIDE

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SECTION 1 INTRODUCTION

Welcome to the 24 PLUS for Supervisors and Managers Program! The 24 PLUS program is a blend of virtual classroom instruction and online learning. Students will be required to complete self-paced online training modules in preparation for each instructor-led virtual session. The online training modules are broken up into two series: Blanchard Exchange and City-Specific modules. The Blanchard modules are provided through a vendor called CD2 Leadership, while the City-Specific modules are created by the Department of Human Resources (DHR).

The Blanchard Exchange modules can be accessed through the vendor's direct website, and the City-Specific modules are accessed through the City's SF Employee Portal. This guide provides you with instructions on how to access and navigate both systems to complete your online modules.

TECHNICAL REQUIREMENTS

In order to access the 24 PLUS online modules, play videos, and view documents, you will need to download software and/or configure your computer to the settings below. Please work with your own department's IT division for assistance with configuring your computer.

Requirements:

- Internet Explorer 9 or higher (Internet Explorer is preferred, however, you may try to use Chrome, Firefox, or Safari as well)
- Adobe Flash Player 10 or higher
- Adobe PDF Reader
- Cookies must be enabled
- Java Script must be enabled
- You will also need to create an account for the SF Employee Portal. Please refer to section 3 for instructions on how to create your account.



SECTION 2

ACCESSING BLANCHARD EXCHANGE MODULES Go to

<u>www.blanchardexchange.com</u>. You do not have to sign on to the SF Employee Portal. You can go directly to the Blanchard website to complete the Blanchard modules.

1. Your login name for the <u>Blanchard site</u> is your work email address. You will be sent an email to setup your password.

		_
	Blanchard Exchange	
	jane.smith@sfgov.org	
	SIGN IN	
	Forgot password? • Visit our Support Site	
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2. Click on the START button in front of the module you wish to begin. You are only required to complete the assigned modules.

Sack to My C		
STRATONA LESSING* 6	wures SLIIEXpress™ Welcome to SUI online. You will kam a new language for leadership that will help you increase the quality and quarking of conversations you have with your team members, accelerate their	Visit our Support Site 0 of 5 activities viewed
START	development, increase their performance, and support autonomy. Becoming a situational leader will allow you to partner with those you lead, giving them what they need to succeed. COURS SLI Overview	E RESOURCES S
START	Complete this module to learn about the key concepts of SUI. Goal Setting Complete this module to learn and practice SMART Goal Setting, the first skill of a situational leader.	Duration: 25 minutes Not started
START	Diagnosing Complete this module to learn and practice Diagnosing Development Levels, the second skill of a situational leader.	Duration: 60 minutes Not started
START	Matching Complete this module to learn and practice Matching Leadership Style to Development Level, the third skill of a situational leader.	Duration: 50 minutes Not started
START	Tools For Success After you learn and practice SUI, these activities will help you master day-to-day use.	Duration: 25 minutes Not started
RESOURCES	Use these resources as you apply your learnings.	
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SECTION 3 ACCESSING THE CITY-SPECIFIC MODULES

1. Log into the <u>SF Employee Portal</u> and click "Agree".

Returning users: Your Username is your DSW # (found on the back of your City badge). Your password is your Outlook (email) password.

First-time users: Enter your DSW# and click "Continue". Choose "Forgot Password" to reset your password.

Once you are logged in, click on the Work Links tab from the SF Employee Portal Home page, then click the SF Employee Portal Learning link, which is under the heading Applications.

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	time on your Timesheet and			P-	1 Lun
😻 MY BENEFITS		READ MORE			
🛆 alerts 🧕	MY TEAM		LINKS 🚨	MANAGER LINKS	VIEW NEWS ARCHIVE
		EMPLOYEE POR	RTAL		

3. A new tab will open. Before proceeding, go back and close the original tab with the Portal Home page (shown in previous step), as it will time out after 30 minutes. When you return to the tab, you will see a list of your courses. Click on the 24 Plus Enhanced for Supervisors and Managers link. DO NOT CLICK 'Launch'.

If you don't see any classes under My Learning, make sure your Filter Name is set to 'All learning- any status, type or date'.

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All Learn	ing						
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program.			scriedules u	y selecting the l	lanie of the	CIASS OF	
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Section 3, Page 1 of 3 Issues? Email wd.dhr@sfgov.org.

4. Scroll down to the Activity Syllabus and locate the module you wish to complete. Click Launch.

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Activity	/ Progress	Summary			1			
Progre	ss:	Enrolled	Grade:	Not Graded				
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To recei	ive credit fo	or this activity you must con	nplete all required tasks.					
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F	Required A	ssignment						
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2	DiSC Asses	ssment (External Vendor)						
F	Required A	ssignment						
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3 5	SMART Goa	als (Blanchard)						
F	Required A	ssignment						
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5. From the Table of Contents page, click Launch again. A new screen will pop up and begin loading.

Favorites Main Menu >	Self Service > Learning >	All Learning		
View Progress Page				
Table Of Contents				
Monique De Rivera, Adm	Anl HRD08			
Component Name:	Performance Planning	1	Гуре:	Web-based
Activity:	HRD Test Item	(Duration:	-
Table Of Contents				
Title		Status	Score	
Performance Planning		Not Attempted		Launch



6. Wait for the module to load then click **Begin** to start the module. The slides will prompt you when you can move forward to the next slide. Skipping slides will cause you to be marked as incomplete.



Tip: You may use the back/forward buttons to replay slides.

IMPORTANT: Make sure to close the tab with the SF Employee Portal page prior to proceeding with the training. The Portal Home page will time out after 30 minutes and your training will not be tracked. Also, ELM will time out after 1 hour of inactivity and your training will not be tracked.

LAUNCHING THE NEXT MODULE

Once you complete the training, simply exit out of the training window. In order to view the next module, return to Table of Contents page. From the Table of Contents page, click *Return to Activity Progress*. Locate the next module and click *Launch*, then *Launch* again.

