



Here4TN Training Programs

As part of Here4TN, the Optum Customer Training Department offers a variety of programs related to workplace and work life issues.

A complete training catalog with 250+ topics can be found on the Here4TN.com Leader's page.

- All training events are available in a multimodal approach (Web, Onsite, and Telephonic with Paper)
- Trainings are conducted by a network of experienced training professionals
- A dedicated team of training specialists help with course selection based on your priorities and needs

Most requested

The most requested educational seminars in 2015 were:

1. Stress management
2. Healthy living
3. Work-life balance

Samples of topics and categories we offer. There are many more!

- Communication techniques for today's workplace
- Parenting teens
- Unconscious bias
- Wills and estate planning
- How to manage your boss
- "Take your Children to Work Day" programs



Registration Tool

Employees should pre-register for trainings (onsite or web) through our online registration tool. Providing pre-registration for employees helps you to logistically prepare for events, evaluate employee demand/interest and increase visibility of the trainings.

The online registration tool includes the following:

- A registration link sent to you 3-4 weeks prior to the training to share with employees
- Employees access the link and register with their name and email
- Employees receive a registration confirmation email upon registration and a training reminder email 1-2 days before the training
- You have the option to receive participant counts (prior & following training) from the Customer Training Department

Training Registration

Please enter required information and click submit to register for the following training.

▼ Training Details	
Topic	Bullying
Event Type	Web Training
Training Date	3/31/2016
Start time	08:00 AM
End time	07:00 PM
Timezone	CST

▼ Participant Details	
Name	<input type="text"/>
Email	<input type="text"/>

The email address provided will only be used for communication regarding this event and to send you a follow-up survey after this event has taken place.

Online Evaluation Survey

When online registration is utilized, we will email registered participants an online evaluation survey following the training. Additionally, we will email you a customer evaluation survey following all events. Your email addresses and survey responses will be confidential and used solely to evaluate our training programs.

• Participant Evaluation

- Registered participants will receive an email with a survey request link following training completion. If you do not utilize online registration, participants who attend an onsite training event will have the opportunity to complete a paper copy survey following the training to be turned into the Trainer

• Customer Evaluation

- Customer contacts will receive an email with a survey link following event completion

Click the images below for examples of the evaluation surveys.

Participant Evaluation Survey

Please take a moment to complete the following training evaluation survey. Your feedback is appreciated and will help to improve our trainings for future audiences. Thank you for your time.

INSTRUCTIONS: Please select the number that best represents your opinion:

OVERALL TRAINING EXPERIENCE	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Training was enjoyable for the subject presented	5	4	3	2	1					
THE TRAINER	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Trainer was well prepared, organized and professional	5	4	3	2	1					
Trainer demonstrated an understanding of the topic	5	4	3	2	1					
TRAINING CONTENT	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Training materials were relevant to the subject	5	4	3	2	1					
Interactive exercises were effective learning tool	5	4	3	2	1					
OTHER	1	2	3	4	5	6	7	8	9	10
How likely is it that you would recommend this training to a friend or colleague? (10 Most Likely to Recommend and 1 - Least Likely to recommend)										
Other Comments:	<input type="text"/>									

Customer Evaluation Survey

Please take a moment to complete the following training evaluation survey. Your feedback is appreciated and will help to improve our trainings for future audiences. Thank you for your time.

INSTRUCTIONS: Please select the number that best represents your opinion:

OVERALL TRAINING EXPERIENCE	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Overall the training was successful	5	4	3	2	1					
SCHEDULE OF THE TRAINING	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Event location was convenient to customer	5	4	3	2	1					
Training was well presented and easy to absorb	5	4	3	2	1					
Training was held in a timely manner	5	4	3	2	1					
Training materials were relevant to a timely subject	5	4	3	2	1					
Communication with the trainer 10 days prior to the training to confirm needs was helpful	5	4	3	2	1					
THE TRAINER	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Trainer was well prepared, organized and professional	5	4	3	2	1					
Trainer demonstrated an understanding of the topic	5	4	3	2	1					
TRAINING CONTENT	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree					
Training materials were relevant to the subject	5	4	3	2	1					
Interactive exercises were effective learning tool	5	4	3	2	1					
OTHER	1	2	3	4	5	6	7	8	9	10
How likely is it that you would recommend this service to a friend or colleague? (10 Most Likely to Recommend and 1 - Least Likely to recommend)										
Other Comments:	<input type="text"/>									

Event Promotions

- A promotion pack of materials will be sent to you 3-4 weeks prior to your scheduled event to help promote your upcoming training and/or information fair.
- This pack includes promotional flyers and posters you can customize for your event.
- You decide which materials are best to use in promoting your event.

Questions?

Reach out to Peggy Clark at peggy.clark@optum.com or 866-876-2785, opt 1, ext 3 or Melissa Ward at melissa.ward@optum.com