



**STUDYDADDY**

**Get Homework Help  
From Expert Tutor**

**Get Help**

# Name: HRM530 Week 8 Assignment 4: HR Training Class

## Description: HRM530 Week 8 Assignment 4: HR Training Class

**Grid View**

**List View**

	<b>Unacceptable Below 70% F</b>	<b>Fair 70-79% C</b>	<b>Proficient 80-89% B</b>	<b>Excellence 100% A</b>
<b>1. Justify the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies. Weight: 20%</b>	0 (0%) - 27.98 (13.99%)  Did not submit or incompletely justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	28 (14%) - 31.98 (15.99%)  Partially justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	32 (16%) - 35.98 (17.99%)  Satisfactorily justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	36 (18%) - 40 (20%)  Thoroughly justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.
<b>2. Develop a customer service training implementation plan and determine the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training). Weight: 20%</b>	0 (0%) - 27.98 (13.99%)  Did not submit or incompletely developed a customer service training implementation plan and did not submit or incompletely determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	28 (14%) - 31.98 (15.99%)  Partially developed a customer service training implementation plan and partially determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	32 (16%) - 35.98 (17.99%)  Satisfactorily developed a customer service training implementation plan and satisfactorily determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	36 (18%) - 40 (20%)  Thoroughly developed a customer service training implementation plan and thoroughly determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).

**you selected the training method that you did.  
Weight: 10%**

incompletely justified why you selected the training method that you did.

why you selected the training method that you did.

justified why you selected the training method that you did.

**4. Propose two (2) ways to motivate an employee who has no interest in attending a training class.  
Weight: 15%**

0 (0%) - 20.98 (10.49%)  
Did not submit or incompletely proposed two (2) ways to motivate an employee who has no interest in attending a training class.

21 (10.5%) - 23.98 (11.99%)  
Partially proposed two (2) ways to motivate an employee who has no interest in attending a training class.

24 (12%) - 26.98 (13.49%)  
Satisfactorily proposed two (2) ways to motivate an employee who has no interest in attending a training class.

**5. Develop a survey to collect feedback from the employees who attend the training.  
Weight: 20%**

0 (0%) - 27.98 (13.99%)  
Did not submit or incompletely developed a survey to collect feedback from the employees who attend the training.

28 (14%) - 31.98 (15.99%)  
Partially developed a survey to collect feedback from the employees who attend the training.

32 (16%) - 35.98 (17.99%)  
Satisfactorily developed a survey to collect feedback from the employees who attend the training.

**6. 3 references  
Weight: 5%**

0 (0%) - 6.98 (3.49%)  
No references provided

7 (3.5%) - 7.98 (3.99%)  
Does not meet the required number of references; some or all references poor quality choices.

8 (4%) - 8.98 (4.49%)  
Meets number of required references; all references high quality choices.

**7. Clarity, writing mechanics, and formatting requirements  
Weight: 10%**

0 (0%) - 13.98 (6.99%)  
More than 6 errors present

14 (7%) - 15.98 (7.99%)  
5-6 errors present

16 (8%) - 17.98 (8.99%)  
3-4 errors present

Name:**HRM530 Week 8 Assignment 4: HR Training Class**

Description:**HRM530 Week 8 Assignment 4: HR Training Class**



**STUDYDADDY**

**Get Homework Help  
From Expert Tutor**

**Get Help**