



STUDYDADDY

Get Homework Help From Expert Tutor

[Get Help](#)

Grid View

List View

	Unacceptable Below 70% F	Fair 70-79% C	Proficient 80- 89% B	Excellent 90-100% A
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%	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%) - 40.00 (20.00%) 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.
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%	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%) - 40.00 (20.00%) 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).

<p>you selected the training method that you did. Weight: 10%</p>	<p>incompletely justified why you selected the training method that you did.</p>	<p>why you selected the training method that you did.</p>	<p>justified why you selected the training method that you did.</p>	<p>justified why you selected the training method that you did.</p>
<p>4. Propose two (2) ways to motivate an employee who has no interest in attending a training class. Weight: 15%</p>	<p>0 (0%) - 20.98 (10.49%)</p> <p>Did not submit or incompletely proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>21 (10.5%) - 23.98 (11.99%)</p> <p>Partially proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>24 (12%) - 26.98 (13.49%)</p> <p>Satisfactorily proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>27 (15%) - 29.98 (15.49%)</p> <p>Thoroughly proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>
<p>5. Develop a survey to collect feedback from the employees who attend the training. Weight: 20%</p>	<p>0 (0%) - 27.98 (13.99%)</p> <p>Did not submit or incompletely developed a survey to collect feedback from the employees who attend the training.</p>	<p>28 (14%) - 31.98 (15.99%)</p> <p>Partially developed a survey to collect feedback from the employees who attend the training.</p>	<p>32 (16%) - 35.98 (17.99%)</p> <p>Satisfactorily developed a survey to collect feedback from the employees who attend the training.</p>	<p>36 (18%) - 39.98 (19.99%)</p> <p>Thoroughly developed a survey to collect feedback from the employees who attend the training.</p>
<p>6. 3 references Weight: 5%</p>	<p>0 (0%) - 6.98 (3.49%)</p> <p>No references provided</p>	<p>7 (3.5%) - 7.98 (3.99%)</p> <p>Does not meet the required number of references; some or all references poor quality choices.</p>	<p>8 (4%) - 8.98 (4.49%)</p> <p>Meets number of required references; all references high quality choices.</p>	<p>9 (4.5%) - 9.98 (4.99%)</p> <p>Exceeds number of required references; all references high quality choices.</p>
<p>7. Clarity, writing mechanics, and formatting requirements Weight: 10%</p>	<p>0 (0%) - 13.98 (6.99%)</p> <p>More than 6 errors present</p>	<p>14 (7%) - 15.98 (7.99%)</p> <p>5-6 errors present</p>	<p>16 (8%) - 17.98 (8.99%)</p> <p>3-4 errors present</p>	<p>18 (9%) - 19.98 (9.99%)</p> <p>0-2 errors present</p>

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](#)