



Florida Digital Service (FLDS)

How to Build a Training Plan

April 2, 2025

**Be
stronger
than
before**

tidalbasingroup.com

Meet the Team



Diana Kennedy
AVP, Senior Product Owner



Empowering Communities to Be stronger than before[®]

Tidal Basin Group delivers agile, integrated solutions that transform challenges into growth opportunities, improve resilience, and empower communities and organizations to respond, recover, and rebuild effectively.



State, Local &
Commercial



GovTech



Federal



MLU, Response
& Logistics

About Us

Integrated solutions to transform and empower communities

- Tidal Basin is a trusted provider of comprehensive program and grant management consulting integrated with customized technology solutions that help organizations and communities **Be stronger than before**®.
- We offer the resources and expertise needed to navigate the complex landscape of emergency management and large-scale disaster and non-disaster grant programs.
- Pulling from our past experiences and the strength of our qualified team members to design and implement new and customized programs ensures our client's needs – and the needs of their communities – are met.
- Proven ability to rapidly scale and surge resources to support staff augmentation and rapid response programs for seamless partnerships with governmental entities, non-profits, and private industry leaders.

39+

Years in
Business

2000+

FT+Cadre Staff

250+

Clients

\$40B+

Total Federally
Funded Programs

Select Work with the State of Florida



Florida Division of Emergency Mgmt.

Multiple Statewide and Emergency Contracts

Under several state term contracts with FDEM, the Tidal Basin Team has provided professional consulting and disaster recovery support in the following areas:

- Technical Assistance
- Damage Assessments
- Emergency Operations Center Staff Augmentation
- Contact Center Support
- Case Management
- Eligibility Reviews
- Cost Tracking
- Cost Recovery
- Project Worksheets
- Appeals and Audits
- Final Inspections
- Project Closeouts
- Hazard Mitigation Planning and Grant Management
- Alternative Mitigation Opportunities
- Additional Eligible Damages Identification
- Long-Term Recovery Planning Guidance
- State-Funded Individual Assistance Program Mgmt.
- Technology Solutions

Project Highlights

FDEM Hurricane Ian SHRC Program Stats

- 966 repair projects completed
- 5,300+ eligibility reviews performed
- 2,900+ damage inspections completed
- 1,500+ scopes of work completed using a synchronized technology platform
- \$15M+ total market value of repairs

FDEM Hurricane Ian NCS Program Stats

- 6,743 NCS applications received
- 3,024 household members assisted
- 3,036 total trailers procured
- 1,240 approved applicants
- 1,175 households received temporary shelter
- 24 designated Counties assisted
- 50%+ special needs households
- 10,000+ unmet needs referrals supported
- 48 hrs quality review and approval completed
- 5 business days between contact attempts maintained

Select Work with the State of Florida



Town of Fort Myers Beach

Staff Augmentation and Disaster Recovery Grant Management

Hurricane Ian struck Florida in 2022 catastrophic damage to the Town of Fort Myers Beach. Over 900 structures were completely leveled and 2,200 were damaged. Tidal Basin performed the following services for the Town of Fort Myers Beach:

- Program Management
- CDBG-DR Grant Management and Administration
- Damage Assessments and Site Inspections
- Emergency Planning
- Emergency Operations Support & Staff Augmentation
- FEMA Public Assistance (PA) Technical Assistance
- Process FEMA 428 Project under Public Assistance
- Scopes of Work Development & Cost Recovery for Project Worksheets (PWs)
- Hazard Mitigation Planning
- 404 Mitigation
- Grant Management Software
- Solutions for Applicant Intake, Workflow, Program Management and Reporting

Project Highlights

- Assisted the Town with applying for CDBG-DR Public Facilities and Critical Infrastructure Grants
- \$1.5M CDBG-DR Planning Project Grant Funding Facilitated and Awarded
- \$19M+ FEMA Public Assistance Funding Allocated
- \$20M+ Florida Hurricane Ian Legislative Appropriation Program (FLAP) Funding Pursued and Received
- Expanded services with Fort Myers Beach to work on additional disasters including Hurricane Irma (DR 4337) and Hurricane Idalia (DR 4734)

Survey Results

Current State

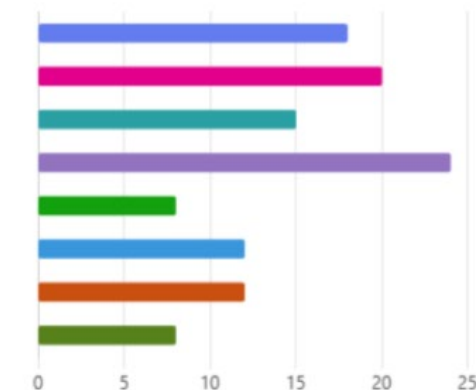
Agency-specific Training Plan creation:

- The majority (21 agencies, totaling 54%) feel that they are making good progress.
- 11 agencies (28%) have discussed their Training Plan
- 4 agencies (10%) report they are experiencing challenges and feel stuck
- 3 agencies (8%) have not begun creating their Training Plan



Challenges

- Determining training needs. 18
- Identifying agency-specific training needs or topics. 20
- Handling varying levels of learner abilities. 15
- Assessing and defining the timeline. 24
- Accommodating a geographically diverse learner population. 8
- Measuring and reporting progress. 12
- Creating a written training plan. 12
- Other (please provide details in question 4, below). 8



Today's Goals

01. Why Build a Training Plan

02.

How to Get Started

- 6 W Framework
- Considerations

03. Q&A

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★
May 30, 2025



Objective:

To ensure our end users are enabled through training, information, and practice to operate in Florida PALM.

Making the Case: Why it's important to think through your training approach



Employee
Confidence

Less
Frustration

Reduced
Errors

Increased
Productivity

Mitigate Your Risks

1. **Resistance to Change:** Employees may resist adopting the new system and processes due to comfort and familiarity with the existing system or fear of the unknown
2. **Lack of Time and Resources:** Insufficient time allotted for training or a lack of resources can hinder the learning process, leaving users unprepared
3. **Insufficient User Engagement:** If users are not involved in the transition process or adequately trained, their acceptance of the new system and processes may be low
4. **Unclear Expectations:** Ambiguous expectations can lead to confusion and inefficiencies during end user learning and engagement
5. **Poor Communication:** Lack of clear communication about the benefits and usage of the new system can result in misunderstandings and reluctance to adopt it

Pro Tip:

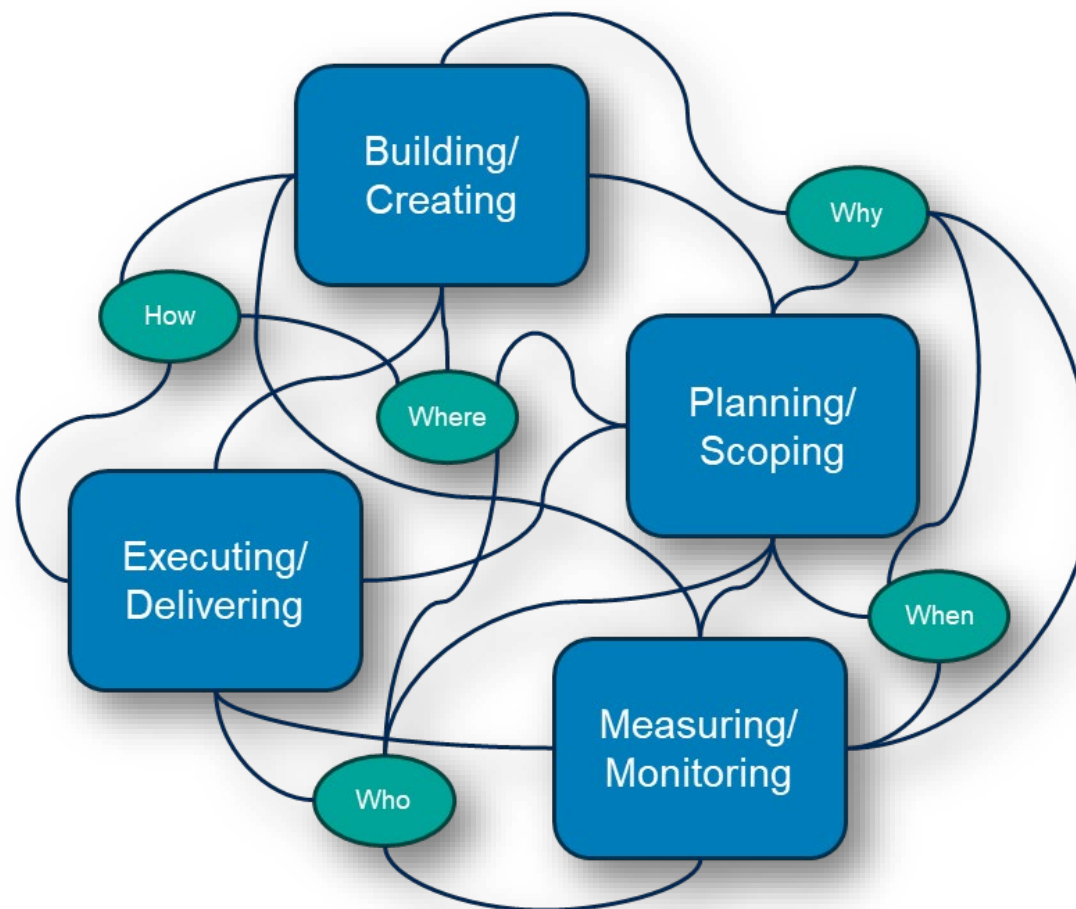
Be on the look out for potential risks as you craft your Training Plan and log those on your Agency Risk Log

Get Started and Keep Going

Gathering components of the training plan is not a linear process

Use placeholders for your gaps

Set reminders to revisit outstanding items



Training Plan Brainstorming Framework – The 6 Ws

Phases of Training	Why	Who	How	What	When	Where
Planning/ Scoping						
Building/ Creating						
Executing/ Delivery						
Measuring/ Monitoring						

Why
Who
How
What
When
Where

Thought Exercise – Going on a Family Vacation

Why do we plan?

- To make sure we think about all the details
- To make the vacation less stressful
- Remind us of constraints (budget, preferences, timing)

Who helps us with the planning?

- Attendees – Immediate family, friends of the kids
- Affected – Work, dog walkers, neighbors
- Helpers – Travel Agency, concierge

How do we plan the vacation?

- Make a calendar
- Collaborate with my family – what are their expectations

What should we be planning for?

- Activities, Down Time
- Unplanned circumstances
- Accommodation information
- Transportation
- Budget
- Likes/Dislikes of the vacationers

When do we plan?

- Far enough out to get good pricing on tickets
- When you know the kids' school schedules

Where do we plan?

- At home with family
- Online vacation planning tools

Phases	Why	Who	How	What	When	Where
Planning/Scoping						
Building/Creating						
Executing/Delivering						
Measuring/Monitoring						

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Why

Phases of Training	Why
Planning/Scoping	Why should we plan? Why is it important to understand the scope?
Building/Creating	Why is it important to build thoughtful, comprehensive training? Why will building / creating the training be challenging or easy?
Executing/Delivering	Why do we want to execute successful training? Why will executing / delivering the training be challenging or easy?
Measuring/Monitoring	Why is it important to plan the measurement of the success of our training? Why will measuring / monitoring the training be challenging or easy?

Keep in mind:

- Mitigating Risks
- Building Confidence
- Continuity of Business
- Tangible and Intangible

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Who

Phases of Training	Who
Planning/Scoping	Who is going to help us define the scope of the training? Who will help develop the plan or scope of our training? Who are the stakeholders affected by and incorporated into the training and the transition (internal and external)?
Building/Creating	Who is going to help build out the elements of the training? Who will review and proofread the training?
Executing/Delivering	Who will be delivering the training?
Measuring/Monitoring	Who can assess the success of the training? Do they understand the users to understand if the training material has resonated? Who will capture the results of the training (moderators, online surveys)? Who wants to know about our training progress?

Keep in mind:

- Impacted system users
- Methods impacted system users learn
- Stakeholders are not always the same as the system users

Who – Going on a Family Vacation

Phases of Going on a Family Vacation	Who
Planning/Scoping	Family; Pet Sitters; Travel Agent; Neighbors
Building/Creating	Dad: Transportation (airplane tix; rental car) Kids: Decide activities – Son can't swim
Executing/Delivering	Dad and Mom – ensure we stick to the itinerary
Measuring/Monitoring	Vacation attendees; Mom measure spending against budget

Let's brainstorm the other "who" that are important from a Family Vacation perspective?

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How

Phases of Training	How
Planning/Scoping	How will we plan for training? How do we identify skill gaps?
Building/Creating	How will we build training? How do we build training in a way that can be consumed by our stakeholders and end-users? How do we know we've reached everyone in our agency / all the stakeholder?
Executing/Delivering	How will we execute (e.g., hands-on activities, e-learning)? How should we invite our end users / stakeholders?
Measuring/Monitoring	How will we measure success (e.g., surveys, practice scenarios)? How will we monitor ongoing training completion and effectiveness?

Keep in mind:

- Available resources – LMS, test environments, trainers, content creators
- Current agency practices / approaches

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What

Phases of Training	What
Planning/Scoping	What is the scope of the training plan? What are the budgetary constraints for training? What resources are available to execute training? What are our “immovable objects”?
Building/Creating	What are the layers and depth of content?
Executing/Delivering	What will be delivered as part of the training? (Quick reference guides/cheat sheets)
Measuring/Monitoring	What KPIs will be measured as part of the training (e.g., attendance at training sessions, # of test cases, accuracy of practice scenarios)?

Keep in mind:

- Critical / Core Business Processes
- Project Provided Resources
- Amount and Nature of Changes

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When

Phases of Training	When
Planning/Scoping	When do we need to gather resources to plan logistics? When do we need to have logistics in place?
Building/Creating	When do we build training agendas? When do we build training content?
Executing/Delivering	When do we execute training? When are our end users most available for training? When are our busy periods? When should we announce and start registering for training?
Measuring/Monitoring	When do we measure training (e.g., immediately after a training session, monthly check-ins)?

Keep in Mind:

- Project Timeline
- Priority / Critical Business Processes
- Dependencies
- Prep and Logistics Timing (dry runs, set up)

When – Going on a Family Vacation

Phases of Going on a Family Vacation	When
Planning/Scoping	Start a year in advance to plan the options/locations/activities, so we can get the best pricing and availability of flights and hotels; Identify when reservation lists open for our key activities (e.g., shows, excursions);
Building/Creating	Identify airlines that travel to our destination; Search Google Reviews for the best hotels that meet our needs (size, location, pet friendly); Consider time of year and climate/weather of the locations
Executing/Delivering	Reserve times for activities (golf, tennis); reserve flights and hotels; Create vacation calendar and include deadlines for any deposits
Measuring/Monitoring	After we get back, leave a Google Review for the lodging; Mark the calendar (set a reminder) to make the final payment for all arrangements (if all is not required up front);

Let’s brainstorm the other “when” that are important from a Family Vacation perspective?

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Where

Phases of Training	Where
Planning/Scoping	What locations are available for training? Are there day/time/capacity constraints?
Building/Creating	Where are we building content and saving training content (e.g., shared drives, OneDrive, OneNote – Collaborative tools)?
Executing/Delivering	Where will we deliver training (online, hybrid, small/large conference room)?
Measuring/Monitoring	How will we know we chose the right venue/location?

Keep in mind:

- Availability of Resources – Online meeting apps, conference room audio/visual

Practical Exercise – Training Plan Brainstorming

Phases of Training	Why	Who	How	What	When	Where
Planning/Scoping						
Building/Creating						
Executing/Delivering						
Measuring/Monitoring						

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Bringing It All Together

1. **Start with brainstorming:** Use the template, as the conversation starter, and grab your internal experts / resources
2. **Know that it's okay to feel all over the place:** It will not be a linear conversation, so revisiting a "W" or a "Phase" is okay
3. **Don't focus on the Training Plan creation at first:** Just focus on gathering the 6 Ws across the four Phases of Training
4. **Not all questions can be answered or information known at this moment:** Log / document / write them down or determine when you might be able to get your answer (i.e., the information is available)
5. **Training Building/Creating comes later:** The big picture of where you are and where you need to go is what you're trying to create
6. **The Training Plan you write today can be updated:** New information, refined approaches, or whole new 'not planned for' scenarios arise

Why
Who
How
What
When
Where

**Contact us to learn more
about our solutions.**

Visit tidalbasingroup.com today.

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