



Wendy's
UNIVERSITY

Virtual Program Navigation Guide



WeLearn
Now that's better™

WeLearn Walk-Through



Program Registration

1. Log Into WeLearn.



The image shows two side-by-side visual elements. On the left is a screenshot of the WeLearn login page. At the top left is a cartoon logo of a girl with red hair and blue pigtails. To its right is the text "WeLearn" in a large, black, sans-serif font, with the tagline "Now that's better™" in a smaller, red, cursive font below it. Underneath the logo and text is a line of text: "Welcome to WeLearn 2.0. | [Please Login Below](#)". Below this is a grey rectangular button labeled "Login". Under the button are two input fields: "Username:" followed by a white box with a blue border, and "Password:" followed by a white box with a blue border. At the bottom left of the login form is a blue link: "[Forgot Username / Password?](#)". At the bottom right is a blue button labeled "LOGIN" with a white arrow icon. Below the login form is the text "Need Help?" followed by "Please email: storewendyshelpdesk@wendys.com". On the right side of the image is a photograph of a grey puzzle. One puzzle piece is missing, and a red puzzle piece is placed in its place. The words "Learn", "Connect", "Train", and "Develop" are written in red cursive on the surrounding puzzle pieces.

Program Registration

1. Log Into WeLearn.
2. Click the Wendy's University Icon.

The screenshot shows the WeLearn web application interface. At the top, there is a red header with the WeLearn logo (a cartoon girl's face) and the tagline "Now that's better™". To the right of the logo is a search bar and two icons (a person and a gear). Below the header is a navigation menu with "Home", "Employee Management", and "Reports". The main content area is white and features a "Welcome, WeU Test2!" message. There are three main content boxes: "Bob Wright Videos" with links to "Delight Every Customer" videos and "Operations Quiz of the Month Answer Videos"; "What's New in WeLearn" with a "Food Safety Quiz" section, including a "2016 Food Safety Quiz (Manager)" and a link to read an announcement; and "Featured Training" with three items: "00110: 2016 Crew Food Safety Quiz (Appx. 20 min.)", "00111: 2016 Crew Prueba de Seguridad Alimentaria (Appx. 20 min)", and "05024: WeLearn: Standard Reports (Approx. 20 min.)". A link "» Click Here to Add A New User" is located below the featured training box. At the bottom, there is a row of six icons: "MY TRANSCRIPT" (red), "SUPPORT" (orange), "BROWSE FOR TRAINING" (blue), "CHECKLISTS" (green), "MY REPORTS" (grey), and "Wendy's University" (red with a white 'U' logo). A large image of a Wendy's North Pacific Cod sandwich is also visible in the background of the featured training section.

Program Registration

1. Log Into WeLearn.
2. Click the Wendy's University Icon.
3. Choose your role to see a list of available courses.



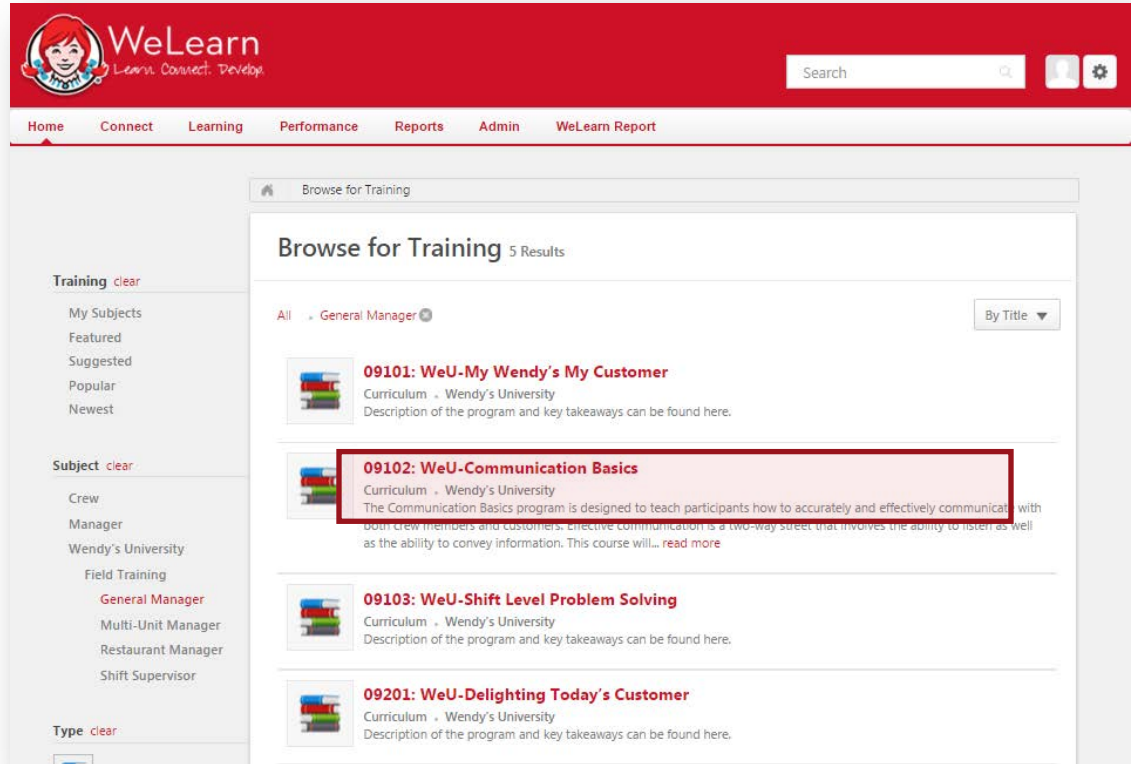
The screenshot displays the Wendy's University website. At the top left is the Wendy's logo and a stylized character icon. Below the logo is the text "Wendy's UNIVERSITY". A navigation instruction reads: "Select a button below to view all available Wendy's University Programs for the selected position." Below this are four large, colored buttons: "Shift Supervisor" (red), "Restaurant Manager" (blue), "General Manager" (purple), and "Multi-Unit Manager" (green). To the right, there is a section titled "Your Upcoming Sessions" with a calendar icon. It contains a table with the following data:

	Status
MWMC_S1.03_VILT_1of2 (Starts 2/4/2016)	Registered

Below the table are links for "Wendy's University Calendar", "Frequently Asked Questions", and "Navigation Guide". A yellow sticky note icon with the text "What's New at Wendy's U" is also visible.

Program Registration

1. Log Into WeLearn.
2. Click the Wendy's University Icon.
3. Choose your role to see a list of available courses.
4. Click the Title of the Program you wish to enroll in.

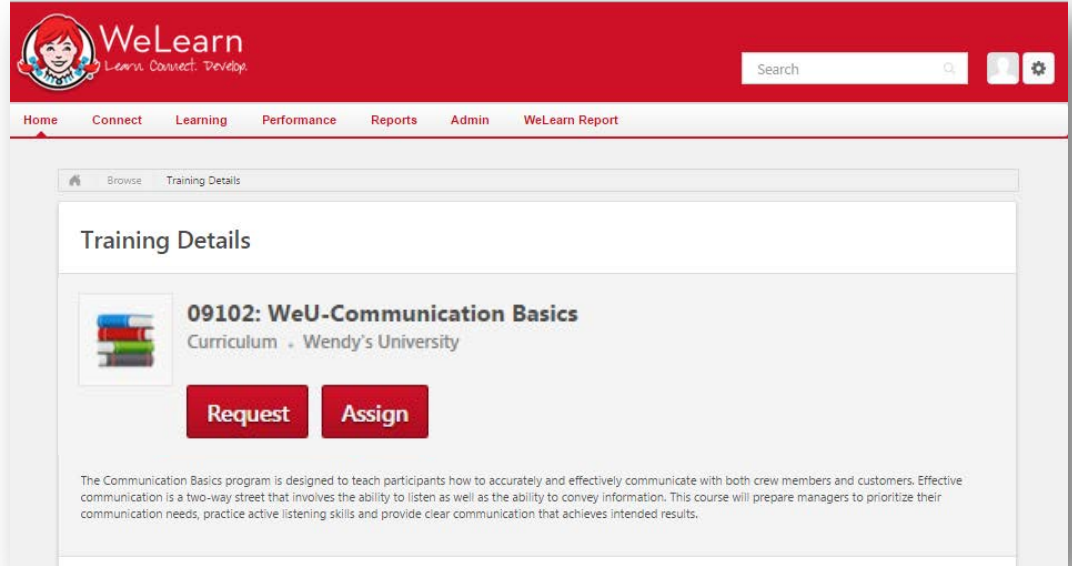


The screenshot shows the WeLearn website interface. At the top, there is a red header with the WeLearn logo and the tagline "Learn. Connect. Develop.". Below the header is a navigation menu with links for Home, Connect, Learning, Performance, Reports, Admin, and WeLearn Report. A search bar is located in the top right corner. The main content area is titled "Browse for Training" and shows 5 results. The results are filtered by "General Manager". The first result is "09101: WeU-My Wendy's My Customer". The second result, "09102: WeU-Communication Basics", is highlighted with a red box. The third result is "09103: WeU-Shift Level Problem Solving". The fourth result is "09201: WeU-Delighting Today's Customer".

09102: WeU-Communication Basics
Curriculum - Wendy's University
The Communication Basics program is designed to teach participants how to accurately and effectively communicate with both crew members and customers. Effective communication is a two-way street that involves the ability to listen as well as the ability to convey information. This course will... [read more](#)

Program Registration

1. Log Into WeLearn.
2. Click the Wendy's University Icon.
3. Choose your role to see a list of available courses.
4. Click the Title of the Program you wish to enroll in.
5. Click Request.



Access Program

1. Log Into WeLearn.



The image shows a screenshot of the WeLearn login page on the left and a puzzle graphic on the right. The WeLearn page features the logo with a red-haired girl's face and the tagline "Now that's better™". Below the logo is a "Welcome to WeLearn 2.0. | Please Login Below" message. A "Login" button is present, followed by input fields for "Username:" and "Password:". There are links for "Forgot Username / Password?" and a "LOGIN" button with a blue arrow. At the bottom, it says "Need Help?" and provides the email "storewendyshelpdesk@wendys.com". The puzzle graphic on the right has a red puzzle piece in the center with the words "Learn", "Connect", "Train", and "Develop" written in red on the surrounding grey pieces.

 **WeLearn**
Now that's better™

Welcome to WeLearn 2.0. | [Please Login Below](#)

Login

Username:

Password:

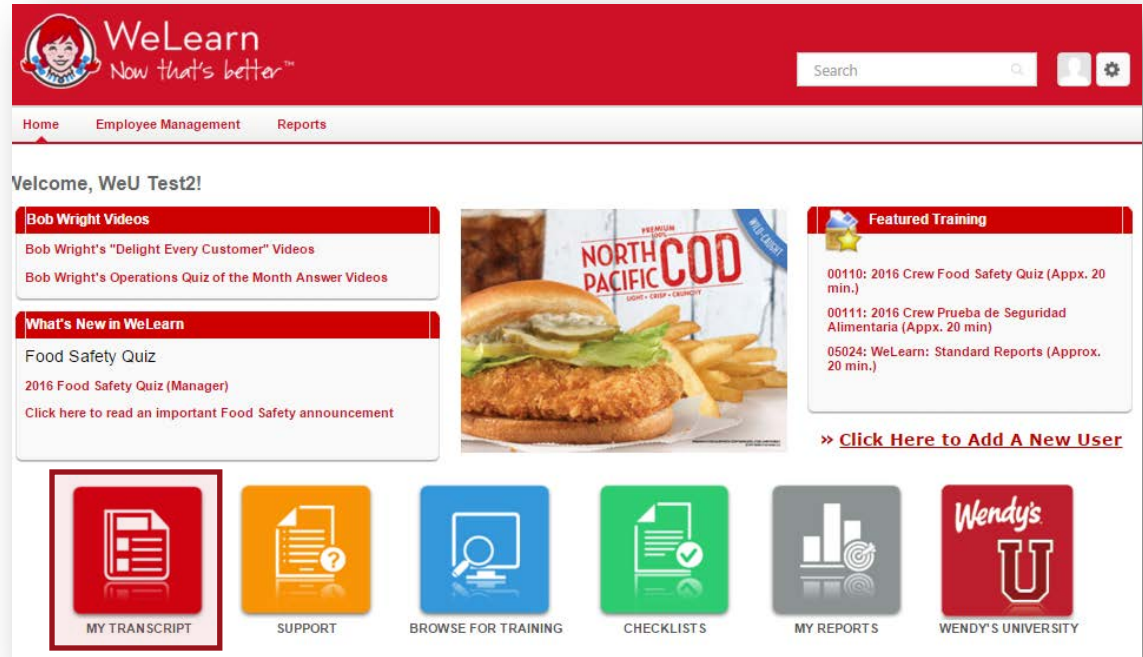
[Forgot Username / Password?](#) **LOGIN** 

Need Help?
Please email: storewendyshelpdesk@wendys.com



Access Program

1. Log Into WeLearn.
2. Click the My Transcript Icon.



The screenshot displays the WeLearn website interface. At the top, there is a red header with the WeLearn logo (a girl's face) and the tagline "Now that's better™". To the right of the logo is a search bar and two icons (a person and a gear). Below the header is a navigation menu with "Home", "Employee Management", and "Reports". The main content area starts with a "Welcome, WeU Test2!" message. There are two red-bordered boxes on the left: "Bob Wright Videos" containing links to "Delight Every Customer" videos and "Operations Quiz" answer videos; and "What's New in WeLearn" containing a "Food Safety Quiz" section with a link to a 2016 Food Safety Quiz (Manager) and an announcement link. In the center is a promotional image for "NORTH PACIFIC COD" featuring a burger and fries. On the right is a "Featured Training" section with three items: "00110: 2016 Crew Food Safety Quiz (Appx. 20 min.)", "00111: 2016 Crew Prueba de Seguridad Alimentaria (Appx. 20 min)", and "05024: WeLearn: Standard Reports (Approx. 20 min.)". Below this is a link: ">> [Click Here to Add A New User](#)". At the bottom is a row of six icons: "MY TRANSCRIPT" (a document icon with a red border), "SUPPORT" (a document with a question mark), "BROWSE FOR TRAINING" (a magnifying glass over a document), "CHECKLISTS" (a document with a checkmark), "MY REPORTS" (a bar chart with a target), and "WENDY'S UNIVERSITY" (the Wendy's logo).

Access Program

1. Log Into WeLearn.
2. Click the My Transcript Icon.
3. Click Open Curriculum.

The screenshot displays the WeLearn interface for a user named 'WeU Test2'. The page title is 'Transcript: WeU Test2'. Below the title, there is a search bar and a search button. The main content area shows a list of training results. The first result is '09102: WeU-Communication Basics' with a status of 'In Progress' and an 'Open Curriculum' button highlighted in red. The second result is '00640: Kids Meal Hamburgers' with a status of 'Registered' and a 'Launch' button. The third result is '04000: MGR - Food Safety' with a status of 'In Progress' and an 'Open Curriculum' button. The page also includes a navigation menu at the top with options like Home, Connect, Learning, Performance, Reports, Admin, and WeLearn Report.

Activity Completion (Optional Activities)

1. These sections show 100% completion for their section.

The screenshot displays the WeLearn interface. At the top, the WeLearn logo is on the left, and a search bar and user profile icon are on the right. A navigation menu includes Home, Connect, Learning, Performance, Reports, ILT, Content, Admin, My Team, Integration Suite, and WeLearn Report. The main content area shows the user's profile (Desiree Adkins) and the course '09102: WeU-Communication Basics'. A circular progress indicator shows 0% completion for the curriculum. A sidebar lists the course sections: 'WeLearn Adding E-Mail Guide (Optional)' (checked), 'Section 1 - Active Listening', 'Section 2 - Giving Directions', and 'Section 3 - Giving Feedback'. The main content area provides details for each section, including completion status, minimum required items, and total items.

Section	Completion	Min Required	Total Items	Action
WeLearn Adding E-Mail Guide (Optional)	100%	0	1	View Details
Section 1 - Active Listening	0%	6	6	View Details
Section 2 - Giving Directions	0%	5	5	View Details
Section 3 - Giving Feedback	0%	5	5	View Details

Activity Completion (Optional Activities)

1. These sections show 100% completion for their section.
2. These sections contain helpful documents and how to's, and do not affect your overall completion.

The screenshot displays the WeLearn interface. At the top, the WeLearn logo is visible with the tagline 'Learn. Connect. Develop.' and a search bar. The navigation menu includes Home, Connect, Learning, Performance, Reports, ILT, Content, Admin, My Team, Integration Suite, and WeLearn Report. The main content area shows the user's profile (Desiree Adkins) and the transcript for '09102: WeU-Communication Basics'. A circular progress indicator shows 0% curriculum progress. The left sidebar lists the curriculum items: '09102: WeU-Communication Basics' (checked), 'SECTION 1 - ACTIVE LISTENING', 'SECTION 2 - GIVING DIRECTIONS', and 'SECTION 3 - GIVING FEEDBACK'. The main content area displays '09102: WeU-Communication Basics' with a 'Training Details' button. Below this, a red bar indicates 'WeLearn Adding E-Mail Guide (Optional)' with 100% completion, 1 item completed, 0 items required, and 1 total item. A card for 'WeLearn Adding E-Mail Guide' shows a status of 'Completed' and 'Due: No Due Date', with a 'View Training D...' button.

Activity Completion

1. Sections are on the left, activities are on the right.
2. Each activity type has a different icon.

The screenshot displays the WeLearn user interface. At the top, the WeLearn logo is visible with the tagline 'Learn. Connect. Develop.' and a search bar. Below the logo is a navigation menu with links for Home, Connect, Learning, Performance, Reports, Admin, and WeLearn Report. The main content area is divided into two columns. The left column shows a 'CURRICULUM PROGRESS' section with a circular progress indicator at 0%. Below this is a list of sections for '09102: WeU-Communication Basics', including 'WELEARN ADDING E-MAIL GUIDE (OPTIONAL)', 'SECTION 1 - ACTIVE LISTENING', 'SECTION 2 - GIVING DIRECTIONS', and 'SECTION 3 - GIVING FEEDBACK'. The right column displays the details for '09102: WeU-Communication Basics', showing a 'Section 1 - Active Listening' with 0% completion and 6 total items. A list of activities follows, each with a unique icon and a corresponding button: 'CB_S1.01_Checklist' (Complete), 'CB_S1.02_Listening Skills Self-Assessment' (Complete), 'CB_S1.03_VILT_1of3' (Select Session), 'CB_S1.04_VILT_Test Code' (Launch), 'CB_S1.05_Active Listening Practice' (Complete), and 'CB_S1.06_Supervisor Discussion' (Launch).

WeLearn
Learn. Connect. Develop.

Search

Home Connect Learning Performance Reports Admin WeLearn Report

WeU Test2 Transcript: WeU Test2 09102: WeU-Communication Basics

09102: WeU-Communication Basics [Training Details](#)

Section 1 - Active Listening
0% Completed: 0 Min Required: 6 Total Items: 6

CB_S1.01_Checklist
Status: Registered Due: No Due Date [Complete](#)

CB_S1.02_Listening Skills Self-Assessment
Status: Registered Due: No Due Date [Complete](#)

CB_S1.03_VILT_1of3
Status: Approved Due: No Due Date
Active Listening VILT This VILT will explore effective strategies for Active Listening. You will assess your individual listening skills, analyze the three elements of communication and... [Select Session](#)

CB_S1.04_VILT_Test Code
Status: Not Started Due: No Due Date [Launch](#)

CB_S1.05_Active Listening Practice
Status: Registered Due: No Due Date [Complete](#)

CB_S1.06_Supervisor Discussion
Status: Not Started Due: No Due Date [Launch](#)

Activity Completion (Materials)

1. To open an attachment, click on the title of the file.

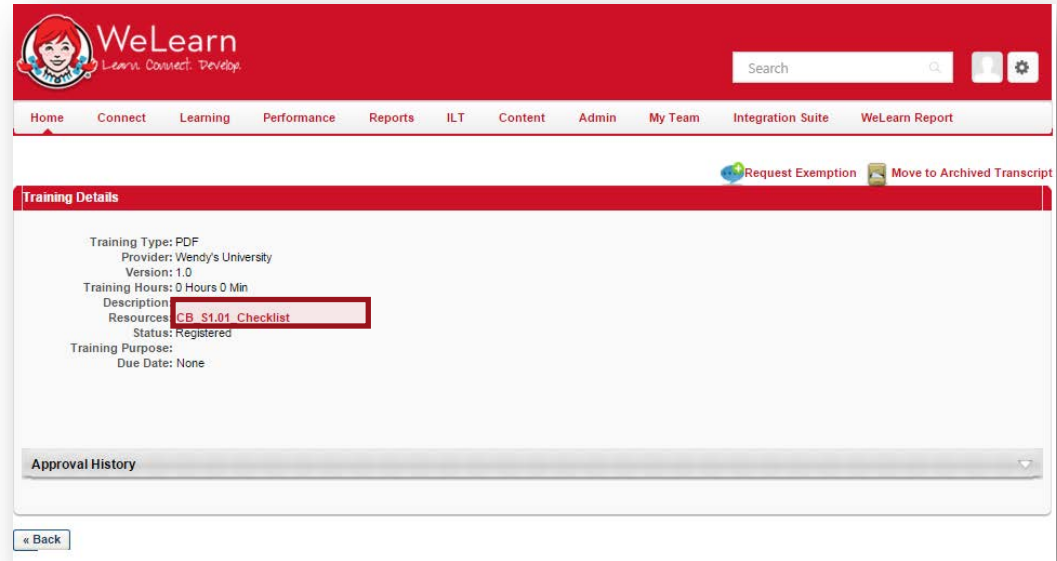
The screenshot displays the WeLearn interface for the course '09102: WeU-Communication Basics'. The top navigation bar includes 'Home', 'Connect', 'Learning', 'Performance', 'Reports', 'Admin', and 'WeLearn Report'. A search bar and user settings icons are on the right. The main content area shows a progress indicator of 0% and a list of activities. A red arrow points from the instruction text to the 'CB_S1.01_Checklist' activity title.

Activity Title	Status	Due	Action
09102: WeU-Communication Basics	0%		Training Details
Section 1 – Active Listening	0%	Completed: 0 Min Required: 6 Total Items: 6	
CB_S1.01_Checklist	Status: Registered	Due: No Due Date	Complete
CB_S1.02_Listening Skills Self-Assessment	Status: Registered	Due: No Due Date	Complete
CB_S1.03_VILT_1of3	Status: Approved	Due: No Due Date	Select Session
CB_S1.04_VILT_Test Code	Status: Not Started	Due: No Due Date	Launch
CB_S1.05_Active Listening Practice	Status: Registered	Due: No Due Date	Complete
CB_S1.06_Supervisor Discussion	Status: Not Started	Due: No Due Date	Launch

Activity Completion (Materials)

1. To open an attachment, click on the title of the file.
2. A new window will open with details about the material and a Resource Download Link. Click the link to download the material.

Activities Materials



The screenshot displays the WeLearn web application interface. At the top, the WeLearn logo is visible with the tagline "Learn. Connect. Develop." and a search bar. Below the logo is a navigation menu with items: Home, Connect, Learning, Performance, Reports, ILT, Content, Admin, My Team, Integration Suite, and WeLearn Report. The main content area is titled "Training Details" and contains the following information:

- Training Type: PDF
- Provider: Wendy's University
- Version: 1.0
- Training Hours: 0 Hours 0 Min
- Description: [Redacted]
- Resources: [CB_S1.01_Checklist](#) (highlighted with a red box)
- Status: Registered
- Training Purpose: [Redacted]
- Due Date: None

Below the training details is an "Approval History" section with a dropdown arrow. At the bottom left, there is a "« Back" button.

Activity Completion (Materials)

1. To open an attachment, click on the title of the file.
2. A new window will open with details about the material and a Resource Download Link. Click the link to download the material.
3. Click "Complete".

The screenshot shows the WeLearn interface for the course '09102: WeU-Communication Basics'. The top navigation bar includes 'Home', 'Connect', 'Learning', 'Performance', 'Reports', 'Admin', and 'WeLearn Report'. A search bar is located in the top right. The main content area shows a curriculum progress bar at 0% and a list of activities under 'Section 1 - Active Listening'. The activities are:

- CB_S1.01_Checklist**: Status: Registered, Due: No Due Date. A red box highlights the 'Complete' button.
- CB_S1.02_Listening Skills Self-Assessment**: Status: Registered, Due: No Due Date. Button: Complete.
- CB_S1.03_VILT_1of3**: Status: Approved, Due: No Due Date. Description: Active Listening VILT This VILT will explore effective strategies for Active Listening. You will assess your individual listening skills, analyze the three elements of communication and... Button: Select Session.
- CB_S1.04_VILT_Test Code**: Status: Not Started, Due: No Due Date. Button: Launch.
- CB_S1.05_Active Listening Practice**: Status: Registered, Due: No Due Date. Button: Complete.
- CB_S1.06_Supervisor Discussion**: Status: Not Started, Due: No Due Date. Button: Launch.

Activity Completion (Materials)

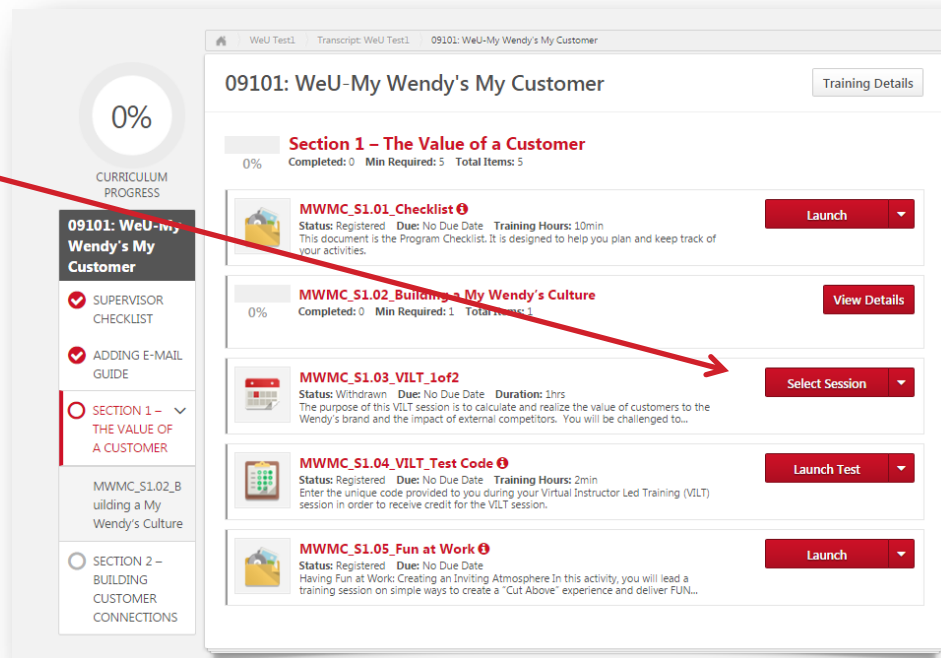
1. To open an attachment, click on the title of the file.
2. A new window will open with details about the material and a Resource Download Link. Click the link to download the material.
3. Click "Complete".

The screenshot displays the WeLearn user interface. At the top, the WeLearn logo and navigation menu are visible. The main content area shows the curriculum progress for '09102: WeU-Communication Basics', which is 12% complete. A sidebar on the left lists sections: 'SECTION 1 - ACTIVE LISTENING' (selected), 'SECTION 2 - GIVING DIRECTIONS', and 'SECTION 3 - GIVING FEEDBACK'. The main area lists six items under 'Section 1 - Active Listening':

Item ID	Status	Due Date	Action
CB_S1.01_Checklist	Completed	No Due Date	View Training D...
CB_S1.02_Listening Skills Self-Assessment	Completed	No Due Date	View Training D...
CB_S1.03_VILT_1of3	Approved	No Due Date	Select Session
CB_S1.04_VILT_Test Code	Not Started	No Due Date	Launch
CB_S1.05_Active Listening Practice	Registered	No Due Date	Complete
CB_S1.06_Supervisor Discussion	Not Started	No Due Date	Launch

Activity Completion (Register for VILT)

1. To register for your VILT, click "Select Session"



The screenshot displays a training management interface for a course titled "09101: WeU-My Wendy's My Customer". The interface is divided into two main sections: a left-hand navigation pane and a main content area.

Left-hand navigation pane:

- A circular progress indicator shows "0%" completion under the heading "CURRICULUM PROGRESS".
- The course title "09101: WeU-My Wendy's My Customer" is displayed.
- Four items are listed in the checklist:
 - SUPERVISOR CHECKLIST
 - ADDING E-MAIL GUIDE
 - SECTION 1 - THE VALUE OF A CUSTOMER (highlighted with a red border)
 - SECTION 2 - BUILDING CUSTOMER CONNECTIONS

Main content area:

The main content area is titled "09101: WeU-My Wendy's My Customer" and shows a progress bar for "Section 1 - The Value of a Customer" at 0% completion. Below this, five activities are listed:

- MWMC_S1.01_Checklist**: Status: Registered, Due: No Due Date, Training Hours: 10min. Description: This document is the Program Checklist. It is designed to help you plan and keep track of your activities. Action: Launch.
- MWMC_S1.02_Building a My Wendy's Culture**: Status: Registered, Due: No Due Date, Training Hours: 10min. Description: This document is the Program Checklist. It is designed to help you plan and keep track of your activities. Action: View Details.
- MWMC_S1.03_VILT_1of2**: Status: Withdrawn, Due: No Due Date, Duration: 1hrs. Description: The purpose of this VILT session is to calculate and realize the value of customers to the Wendy's brand and the impact of external competitors. You will be challenged to... Action: Select Session.
- MWMC_S1.04_VILT_Test Code**: Status: Registered, Due: No Due Date, Training Hours: 2min. Description: Enter the unique code provided to you during your Virtual Instructor Led Training (VILT) session in order to receive credit for the VILT session. Action: Launch Test.
- MWMC_S1.05_Fun at Work**: Status: Registered, Due: No Due Date. Description: Having Fun at Work: Creating an Inviting Atmosphere In this activity, you will lead a training session on simple ways to create a "Cut Above" experience and deliver FUN... Action: Launch.

A red arrow points from the instruction "click 'Select Session'" to the "Select Session" button for the "MWMC_S1.03_VILT_1of2" activity.

Activity Completion (Register for VILT)

1. To register for your VILT, click "Select Session".
2. A new window will open, click "Request".

MWMC_S1.03_VILT_1of2

Event | Adobe Connect | 1 Hours 0 Min

The purpose of this VILT session is to calculate and realize the value of customers to the Wendy's brand and the impact of external competitors. You will be challenged to think about how to leverage your team members in building and evolving your My Wendy's culture to provide a WOW experience.

Details

Event Number: MWMC_S1.03_VILT_1of2
Subject(s): Wendy's University
Available Languages: English (US)

Available

Select the session link to view the details.

(5 Results)

Sessions	Locator Number	Seats Available	Waitlist	Options
MWMC_S1.03_VILT_1of2_2016 0204 1700 2/4/2016 (Thursday) 2/4/2016 (Thursday) 5:00 PM EST 6:00 PM EST Duration: 01:00 Location: MWMC_VILT_1 , Virtual Session Language(s): English (US)	229	26	0	Request
MWMC_S1.03_VILT_1of2_2016 0216 1100 2/16/2016 (Tuesday) 2/16/2016 (Tuesday) 11:00 AM EST 12:00 PM EST Duration: 01:00 Location: MWMC_VILT_1 , Virtual Session Language(s): English (US)	230	27	0	Request

Activity Completion (Register for VILT)

1. To register for your VILT, click "Select Session".
2. A new window will open, click "Request".
3. Status will Change to Approved, Click "Register"
 - ***Note** If your status says "Pending Approval" and you are unable to "Register" you will need to edit your approval count within your WeLearn Profile.*
 - *Details on how to do this can be found in our FAQ document on the WeU Splash Page*

The screenshot displays the WeU training interface. On the left, a sidebar shows curriculum progress for '09101: WeU-My Wendy's My Customer' at 0%. The main content area lists five training sessions under 'Section 1 - The Value of a Customer'. A red arrow points from the 'Register' button in the third session, 'MWMC_S1.03_VILT_1of2', to the '3. Status will Change to Approved, Click "Register"' step in the instructions.

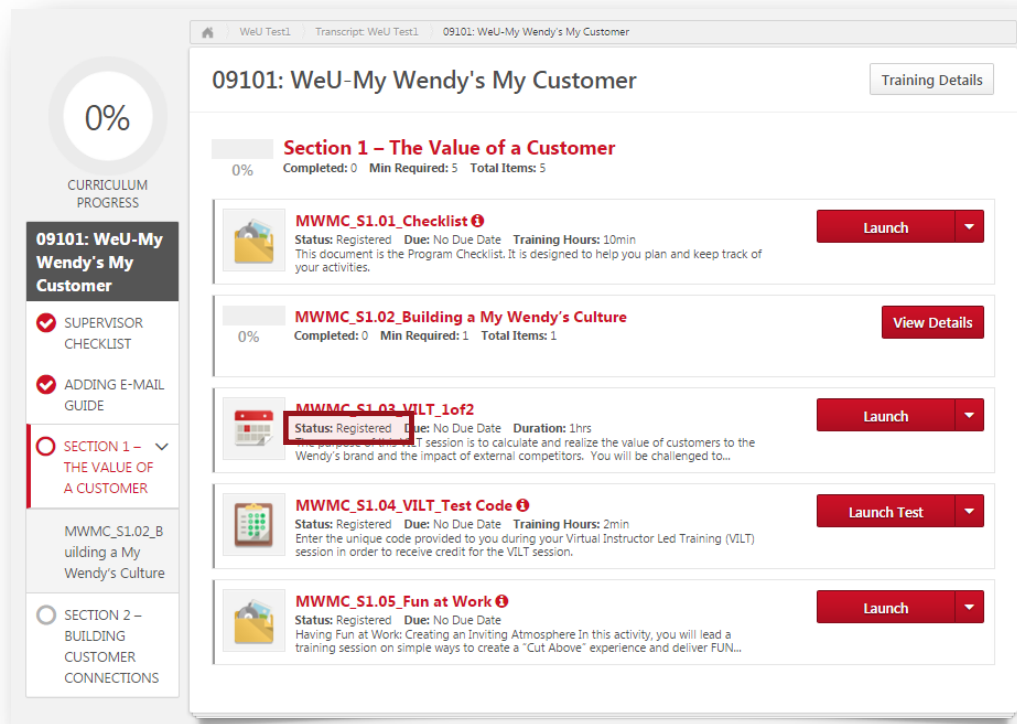
09101: WeU-My Wendy's My Customer Training Details

Section 1 - The Value of a Customer
0% Completed: 0 Min Required: 5 Total Items: 5

- MWMC_S1.01_Checklist**
Status: Registered Due: No Due Date Training Hours: 10min
This document is the Program Checklist. It is designed to help you plan and keep track of your activities. Launch
- MWMC_S1.02_Building a My Wendy's Culture**
0% Completed: 0 Min Required: 1 Total Items: 1 View Details
- MWMC_S1.03_VILT_1of2**
Status: Approved Due: No Due Date Duration: 1hrs
The purpose of this VILT session is to calculate and realize the value of customers to the Wendy's brand and the impact of external competitors. You will be challenged to... Register
- MWMC_S1.04_VILT_Test Code**
Status: Registered Due: No Due Date Training Hours: 2min
Enter the unique code provided to you during your Virtual Instructor Led Training (VILT) session in order to receive credit for the VILT session. Launch Test
- MWMC_S1.05_Fun at Work**
Status: Registered Due: No Due Date
Having Fun at Work: Creating an Inviting Atmosphere In this activity, you will lead a training session on simple ways to create a "Cut Above" experience and deliver FUN... Launch

Activity Completion (Register for VILT)

1. To register for your VILT, click "Select Session".
2. A new window will open, click "Request".
3. Status will Change to Approved, Click "Register"
4. Status will change to "Registered" and you are all set!



The screenshot displays a training management interface. At the top, the breadcrumb trail reads: WeU Test1 > Transcript: WeU Test1 > 09101: WeU-My Wendy's My Customer. The main heading is "09101: WeU-My Wendy's My Customer" with a "Training Details" button. A progress indicator shows "0% CURRICULUM PROGRESS". The left sidebar lists the curriculum items: "09101: WeU-My Wendy's My Customer" (selected), "SUPERVISOR CHECKLIST", "ADDING E-MAIL GUIDE", "SECTION 1 - THE VALUE OF A CUSTOMER" (highlighted in red), "MVMC_S1.02_B uilding a My Wendy's Culture", and "SECTION 2 - BUILDING CUSTOMER CONNECTIONS". The main content area shows a list of training sessions under "Section 1 - The Value of a Customer". The first session, "MVMC_S1.01_Checklist", has a status of "Registered" and a "Launch" button. The second session, "MVMC_S1.02_Building a My Wendy's Culture", has a status of "Registered" and a "View Details" button. The third session, "MVMC_S1.03_VILT_1of2", has a status of "Registered" (highlighted with a red box) and a "Launch" button. The fourth session, "MVMC_S1.04_VILT_Test Code", has a status of "Registered" and a "Launch Test" button. The fifth session, "MVMC_S1.05_Fun at Work", has a status of "Registered" and a "Launch" button.

Activity Completion (Attend VILT)


1. On the day of your VILT, access your curriculum and click "Launch".

The screenshot displays the WeLearn LMS interface. At the top, the WeLearn logo and navigation menu are visible. The main content area shows the curriculum progress for '09102: WeU-Communication Basics' at 12%. Below this, a list of activities is shown, including 'Section 1 - Active Listening' with a 34% completion rate. The activities listed are:

- CB_S1.01 Checklist (Status: Completed, Due: No Due Date)
- CB_S1.02 Listening Skills Self-Assessment (Status: Completed, Due: No Due Date)
- CB_S1.03_VILT_1of3 (Status: Registered, Due: No Due Date, Duration: 1hrs) - This activity has a 'Launch' button highlighted by a red arrow.
- CB_S1.04_VILT_Test Code (Status: Not Started, Due: No Due Date)
- CB_S1.05 Active Listening Practice (Status: Registered, Due: No Due Date)
- CB_S1.06 Supervisor Discussion (Status: Not Started, Due: No Due Date)

Activity Completion (Attend VILT)

1. On the day of your VILT, access your curriculum and click “Launch”.
2. A new window will open, enter your first and last name and click “Enter Room”.



The screenshot shows the Adobe Connect interface for a session titled "WeU_Orientation_012116_1600_tf". The interface includes the Adobe logo in the top right corner. There are two radio button options: "Enter as a Guest" (which is selected) and "Enter with your login and password (Required for hosts, recommended for registered users)". Below the "Enter as a Guest" option, there is a text input field labeled "Name" and a button labeled "Enter Room".

Wendy's UNIVERSITY

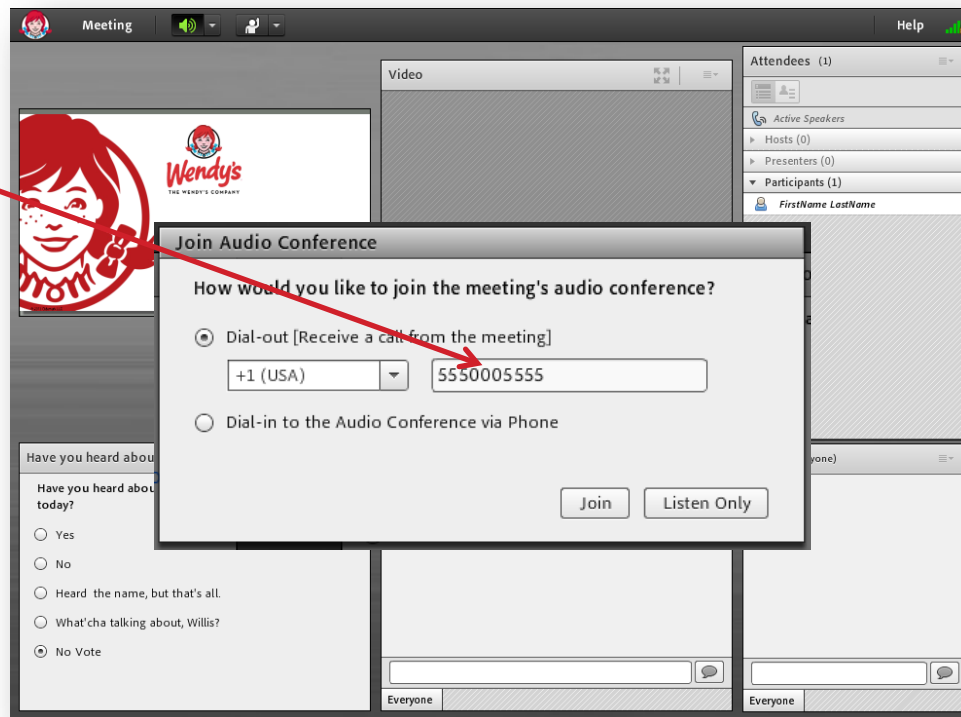
Step 1: Select "Enter as Guest"
Step 2: Enter your First and Last Name (as used in WeLearn)
Step 3: Click "Enter Room"
Step 4: Enter your phone # and have the system call you!

For questions contact: wendysuniversity@wendys.com

By using Adobe Connect, you agree to the [Terms of Use](#) and [Privacy Policy](#).
[Help](#)

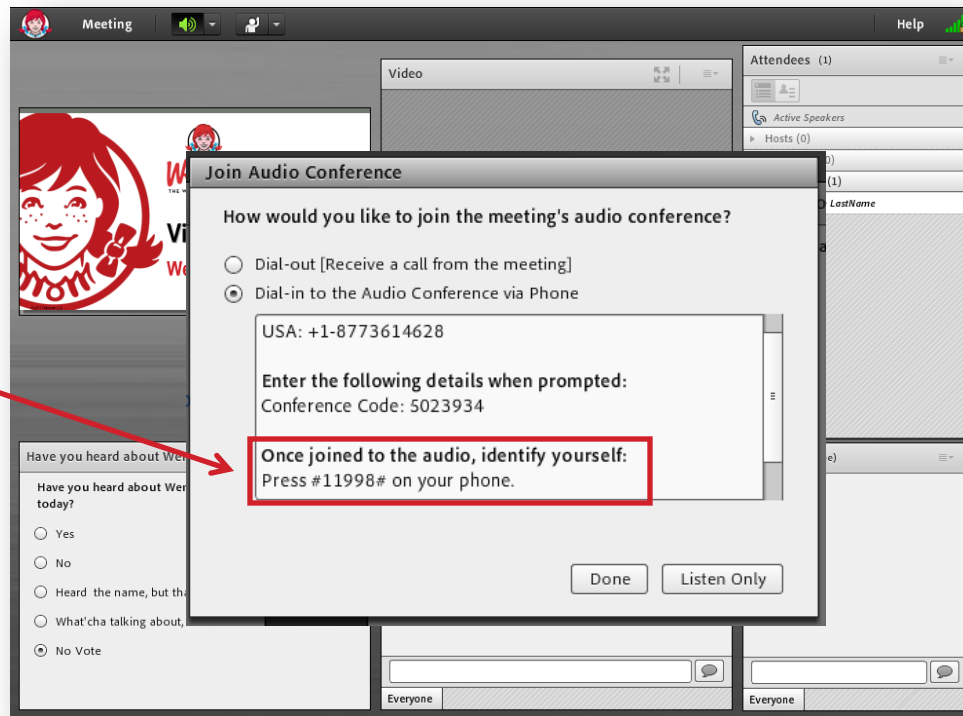
Activity Completion (Attend VILT)

1. Recommended: Select the "Dial-out" option and enter your phone number.



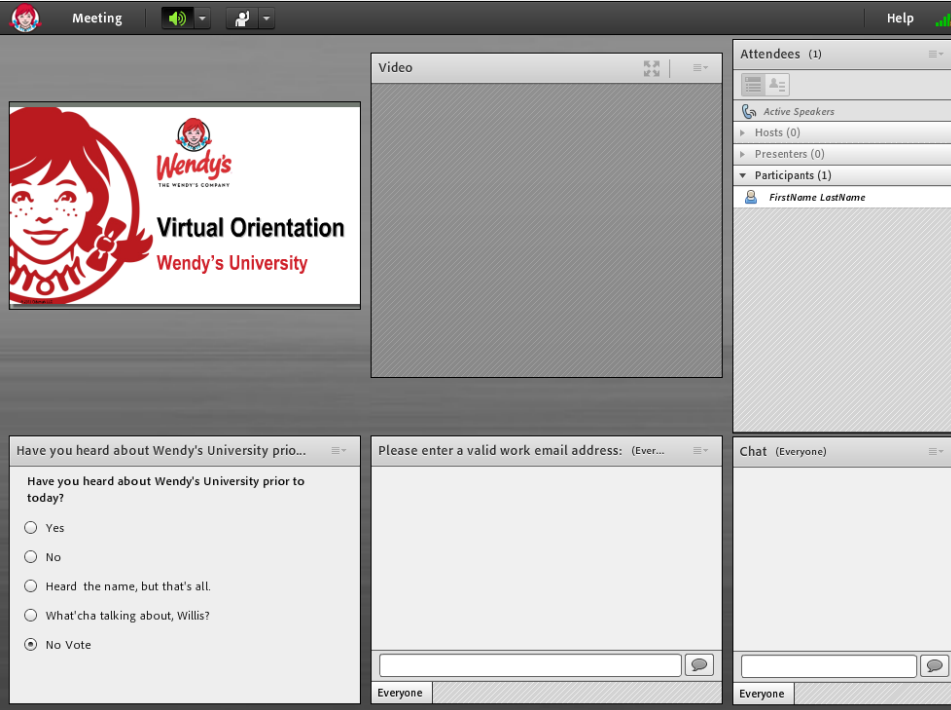
Activity Completion (Attend VILT)

1. Recommended: Select the "Dial-out" option and enter your phone number.
2. If dialing in be sure to enter the five digit code provided to you.



Activity Completion (Attend VILT)

1. You are in!
2. Follow the instructions provided by your facilitator.



The screenshot shows a Zoom meeting window with the following elements:







- Meeting Header:** "Meeting" on the left, "Help" on the right, and icons for audio, video, and chat.
- Video Panel:** A large video area that is currently blank, indicating the presenter is not visible.
- Attendees Panel:** Located on the right, it shows "Attendees (1)" with a list containing one participant: "FirstName LastName".
- Question Panel:** A poll titled "Have you heard about Wendy's University prior to today?" with the following options:
 - Yes
 - No
 - Heard the name, but that's all.
 - What'cha talking about, Willis?
 - No Vote
- Input Panel:** A text box with the prompt "Please enter a valid work email address: (Ever..." and a "Send" button.
- Chat Panel:** A chat area titled "Chat (Everyone)" with an input field and a "Send" button.

Activity Completion (VILT Test Code)

1. After the VILT is completed, Launch the Test Code Activity.

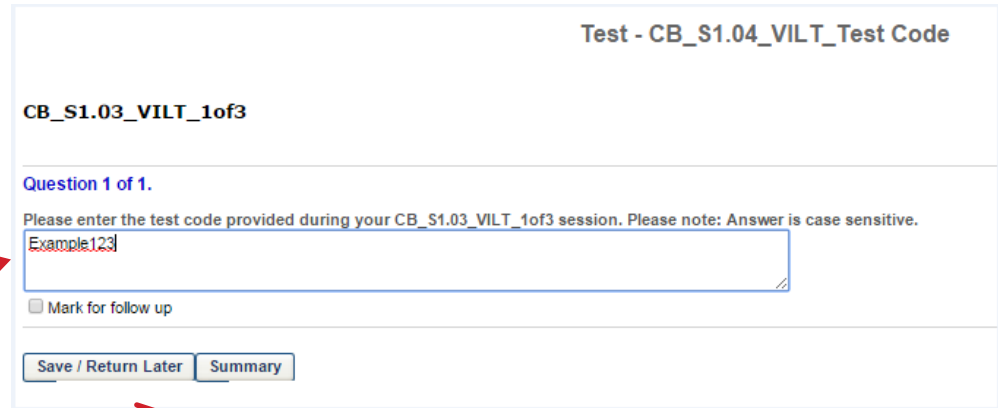
09102: WeU-Communication Basics Training Details

Section 1 – Active Listening
0% Completed: 0 Min Required: 6 Total Items: 6

	CB_S1.01_Checklist Status: Registered Due: No Due Date	Complete
	CB_S1.02_Listening Skills Self-Assessment Status: Registered Due: No Due Date	Complete
	CB_S1.03_VILT_1of3 Status: Registered Due: No Due Date Duration: 1hrs Active Listening VILT This VILT will explore effective strategies for Active Listening. You will assess your individual listening skills, analyze the three elements of communication and...	Launch
	CB_S1.04_VILT_Test Code Status: Registered Due: No Due Date	Launch Test
	CB_S1.05_Active Listening Practice Status: Registered Due: No Due Date	Complete
	CB_S1.06_Supervisor Discussion Status: Not Started Due: No Due Date	Launch

Activity Completion (VILT Test Code)

1. After the VILT is completed, Launch the Test Code Activity.
2. Enter the Test Code provided to you by your facilitator during the VILT and press **“Summary”**



Test - CB_S1.04_VILT_Test Code

CB_S1.03_VILT_1of3

Question 1 of 1.

Please enter the test code provided during your CB_S1.03_VILT_1of3 session. Please note: Answer is case sensitive.

Mark for follow up

The screenshot shows a web-based test interface. At the top right, it says 'Test - CB_S1.04_VILT_Test Code'. Below that, the session identifier 'CB_S1.03_VILT_1of3' is displayed. The question is labeled 'Question 1 of 1.' and includes a note: 'Please enter the test code provided during your CB_S1.03_VILT_1of3 session. Please note: Answer is case sensitive.' A text input field contains the text 'Example123'. Below the input field is a checkbox labeled 'Mark for follow up'. At the bottom of the form are two buttons: 'Save / Return Later' and 'Summary'. Two red arrows originate from the text in step 2 of the list: one points to the text input field, and the other points to the 'Summary' button.

Activity Completion (VILT Test Code)

1. After the VILT is completed, Launch the Test Code Activity.
2. Enter the Test Code provided to you by your facilitator during the VILT and press "Summary"
3. Confirm you have entered it correctly and passed.

Test - CB_S1.04_VILT_Test Code

CB_S1.03_VILT_1of3

Question 1 of 1.

Please enter the test code provided during your CB_S1.03_VILT_1of3 session. Please note: Answer is case sensitive.

Mark for follow up

[Save / Return Later](#) [Summary](#)

Test Results - WeU Test2

Questions on Test: 1
Questions Correct: 1
Questions Incorrect: 0
Percent Correct: 100%
Passing Score: 100%
Pass/Fail: Passed
Review Test: [Review](#)

Scores By Section

CB_S1.04_VILT_Test Code: 100% (1 Out Of 1)
Overall Score: 100% (1 Out Of 1)

[Print](#) [Done](#)

Activity Completion (VILT Test Code)

1. After the VILT is completed, Launch the Test Code Activity.
2. Enter the Test Code provided to you by your facilitator during the VILT.
3. Confirm you have entered it correctly and passed.

09102: WeU-Communication Basics Training Details

Section 1 – Active Listening
17% Completed: 1 Min Required: 6 Total Items: 6

	CB_S1.01_Checklist Status: Registered Due: No Due Date	Complete
	CB_S1.02_Listening Skills Self-Assessment Status: Registered Due: No Due Date	Complete
	CB_S1.03_VILT_1of3 Status: Registered Due: No Due Date Duration: 1hrs Active Listening VILT This VILT will explore effective strategies for Active Listening. You will assess your individual listening skills, analyze the three elements of communication and...	Launch
	CB_S1.04_VILT_Test Code Status: Completed Due: No Due Date	Review
	CB_S1.05_Active Listening Practice Status: Registered Due: No Due Date	Complete
	CB_S1.06_Supervisor Discussion Status: Not Started Due: No Due Date	Launch

Accessing Communities/Discussion Board

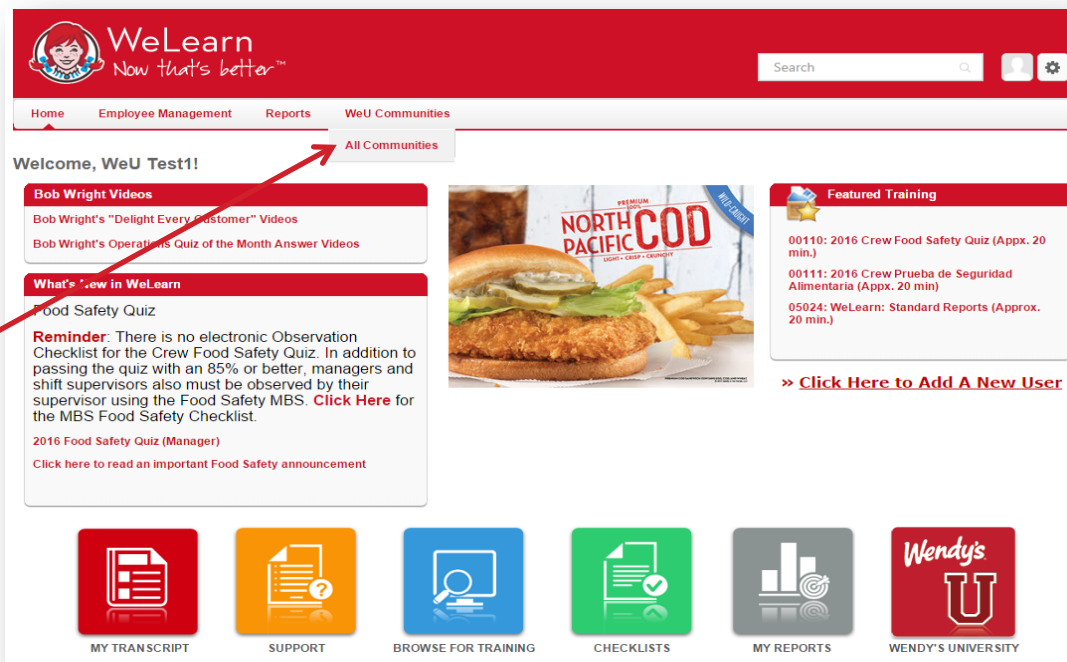
1. Log Into WeLearn.



The image shows two side-by-side elements. On the left is a screenshot of the WeLearn login page. At the top left is a cartoon character with red hair and blue pigtails. To its right is the text "WeLearn" in a large, black, sans-serif font, with the tagline "Now that's better™" in a smaller, red, cursive font below it. Underneath the logo is the text "Welcome to WeLearn 2.0. | [Please Login Below](#)". Below this is a grey "Login" button. Under the button are two input fields: "Username:" followed by a white box with a blue border, and "Password:" followed by a white box with a blue border. At the bottom left of the login form is the text "[Forgot Username / Password?](#)". At the bottom right is a "LOGIN" button with a blue plus sign icon. Below the login form is the text "Need Help?" followed by "Please email: storewendyshelpdesk@wendys.com". On the right is a photograph of a white puzzle with one red puzzle piece missing. The words "Learn", "Connect", "Train", and "Develop" are written in red cursive on the puzzle pieces surrounding the missing one.

Accessing Communities/Discussion Board

1. Log Into WeLearn.
2. Hold the mouse over the “WeU Communities” link at the top of the page and click “All Communities”.



The screenshot displays the WeLearn website interface. At the top, there is a red header with the WeLearn logo and tagline "Now that's better™". A search bar and user profile icons are located on the right. Below the header is a navigation menu with links for Home, Employee Management, Reports, and WeU Communities. The WeU Communities link is highlighted, and a dropdown menu is visible, showing "All Communities" as the selected option. A red arrow points from the text in the instructions to this dropdown menu.

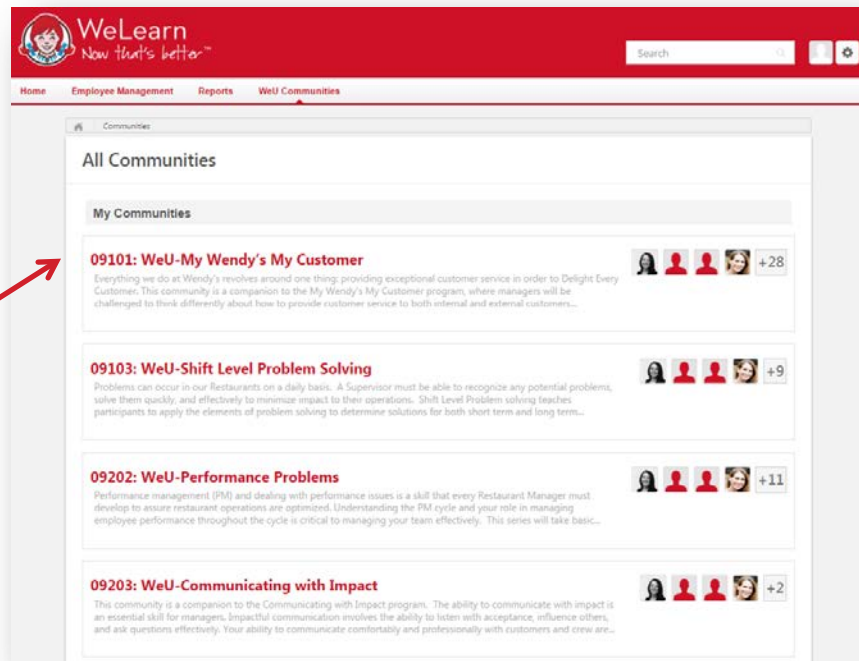
Below the navigation menu, the main content area is divided into several sections:

- Welcome, WeU Test!**: A section with a red header containing "Bob Wright Videos" and "What's New in WeLearn".
- Bob Wright Videos**: A list of videos including "Bob Wright's 'Delight Every Customer' Videos" and "Bob Wright's Operations Quiz of the Month Answer Videos".
- What's New in WeLearn**: A section with a red header containing "Food Safety Quiz".
- Food Safety Quiz**: A section with a red header containing a reminder about the Crew Food Safety Quiz and a link to read an important Food Safety announcement.
- Featured Training**: A section with a red header containing a list of training modules, including "00110: 2016 Crew Food Safety Quiz (Appx. 20 min.)", "00111: 2016 Crew Prueba de Seguridad Alimentaria (Appx. 20 min)", and "05024: WeLearn: Standard Reports (Approx. 20 min.)". A link to "Click Here to Add A New User" is also present.

At the bottom of the page, there is a row of six icons representing different features: MY TRANSCRIPT, SUPPORT, BROWSE FOR TRAINING, CHECKLISTS, MY REPORTS, and WENDY'S UNIVERSITY.

Accessing Communities/Discussion Board

1. Log Into WeLearn.
2. Hold the mouse over the “WeU Communities” link at the top of the page, and click “All Communities”.
- **Note: If you are not part of a curriculum with a community, you can still access the All Communities page, but no communities will display.*
3. Click the title of the Community that corresponds with the program you are participating in.



The screenshot shows the WeLearn interface. At the top, there is a red header with the WeLearn logo and the tagline "Now that's better™". Below the header, there are navigation links: Home, Employee Management, Reports, and WeU Communities. The main content area is titled "Communities" and "All Communities". Underneath, there is a section for "My Communities" which lists several community entries:

- 09101: WeU-My Wendy's My Customer** (4-28 members)
Everything we do at Wendy's revolves around one thing: providing exceptional customer service in order to Delight Every Customer. This community is a companion to the My Wendy's My Customer program, where managers will be challenged to think differently about how to provide customer service to both internal and external customers...
- 09103: WeU-Shift Level Problem Solving** (+9 members)
Problems can occur in our Restaurants on a daily basis. A Supervisor must be able to recognize any potential problems, solve them quickly, and effectively to minimize impact to their operations. Shift Level Problem solving teaches participants to apply the elements of problem solving to determine solutions for both short term and long term...
- 09202: WeU-Performance Problems** (+11 members)
Performance management (PM) and dealing with performance issues is a skill that every Restaurant Manager must develop to assure restaurant operations are optimized. Understanding the PM cycle and your role in managing employee performance throughout the cycle is critical to managing your team effectively. This series will take basic...
- 09203: WeU-Communicating with Impact** (+2 members)
This community is a companion to the Communicating with Impact program. The ability to communicate with impact is an essential skill for managers. Impactful communication involves the ability to listen with acceptance, influence others, and ask questions effectively. Your ability to communicate comfortably and professionally with customers and crew are...

Navigating Communities/Discussion Board

1. You will land on the “Main” tab.

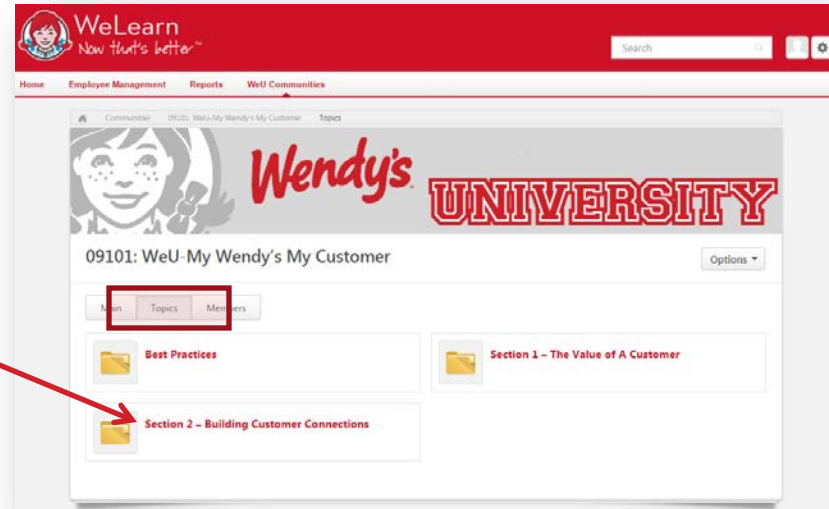
- **Note: Think of this as the front page of a newspaper, where you can get highlights of a Community*

The screenshot displays the WeLearn interface for the 'Wendy's UNIVERSITY' community. At the top, the WeLearn logo and tagline 'Now that's better™' are visible. Below the logo, there's a navigation bar with links for 'Home', 'Employee Management', 'Reports', and 'WeU Communities'. A search bar is located on the right side of the header. The main content area shows the community name '09101: WeU-My Wendy's My Customer' and a navigation menu with 'Main', 'Topics', and 'Members' tabs. The 'Main' tab is highlighted with a red box. Below the navigation menu, there are two columns for 'Featured' and 'Trending' content. Each column displays a 'Best Practices' thread with a blue speech bubble icon. The 'Best Practices' threads include a description, a 'Like' button, and a date. On the right side, there's a section for '32 MEMBERS' with a 'View all' link and a grid of member avatars. A small text block on the right side of the page reads: 'Everything we do at Wendy's revolves around one thing: providing exceptional customer service in order to Delight Every Customer. This community is a companion to the My Wendy's My... more'.

Navigating Communities/Discussion Board

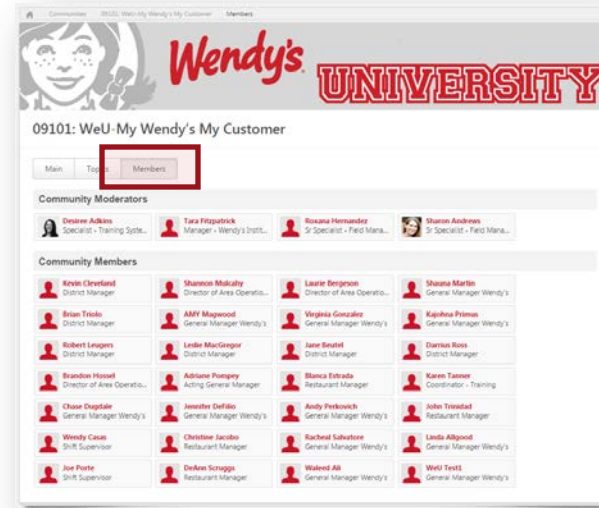
1. You will land on the “Main” tab.
2. To participate in discussions, click the “Topic Tab”, and choose your “Section”.

- **Note: This is the tab where you will post discussion postings.*



Navigating Communities/Discussion Board

1. You will land on the “Main” tab.
2. To participate in discussions, click the “Topic Tab”, and choose your “Section”.
3. The “Members” tab displays the Community moderators and participants.



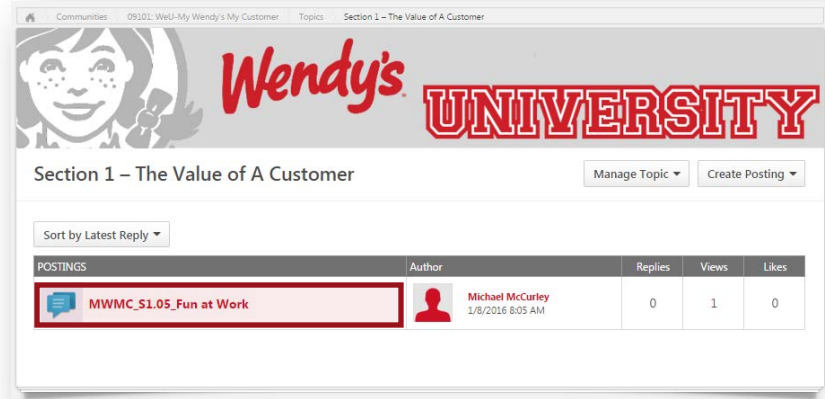
Posting to a Discussion Board

1. Click the "Topics" Tab and choose your "Section"




Posting to a Discussion Board

1. Click the “Topics” Tab and choose your “Section”.
2. Click the title of the discussion.



The screenshot shows a web browser window displaying the Wendy's University discussion board. The browser's address bar shows the URL: `Communities 09101: WeU-My Wendy's My Customer Topics Section 1 - The Value of A Customer`. The page header features the Wendy's logo and the text "Wendy's UNIVERSITY". Below the header, the section title "Section 1 - The Value of A Customer" is displayed, along with "Manage Topic" and "Create Posting" buttons. A "Sort by Latest Reply" dropdown menu is visible. The main content area contains a table of posts:

POSTINGS	Author	Replies	Views	Likes
MWMC_S1.05_Fun at Work	 Michael McCurley 1/8/2016 8:05 AM	0	1	0

Posting to a Discussion Board

1. Click the “Topics” Tab and choose your “Section”.
2. Click the title of the discussion.
3. Post your answers to the prompt by typing in the field and clicking reply.

