



HOW TO UPSKILL YOUR DCX TEAM MEMBER

Looking for ways to develop your DCX Team Member? Our Success Tool Kit is packed full of options to help get them to the next level with their skills. Why not start with one or two from the list below to kick things off?



PROCESS DOCUMENTATION

- Team Members can record training sessions and submit them at DCX for process documentation.
- Our team will take that recording and create step-by-step PDFs documenting the processes, so they have adocument to reference.



TEAM MEMBER PROMO SUPPORT

- Support for Teams Members to enhance their skillset and improve their knowledge on any Promo topics; i.e. pricing
- Promo Support Sessions are 25-minute session sheld M-F, with our Talent Improvement Manager and the Team Lead.
- Promo Support Sessions also exist for triage and specific skillset improvement.
- To book your Team Member for a support session please discuss withyour Team Leador CSM, or email promo@delegatecx.com.



OPEN OFFICE HOURS

- Additional layer of one-on-one support for Team Members who have questions or want to improve their knowledge on Promo topics.
- Open Office Hour time is available Tuesday and Thursday from 1pm-2pm CST. Team Members can self-book through Calendly.



DCXPERTS SESSIONS

- Monthly webinar sessions that focus on best practices and/or ways to improve skillset inthe Promo industry to become experts.
- Topics vary monthly and Team Members are able to submit questions that they would like the presenter(s) to answer.
- In order to get your Team Member on the list to join these sessions, please reachout to your CSM or Team Lead.



LMS COURSES

- DCX has a multitude internal training courses that can be completed by your Team Member during any down time to further their education and development.
- To view a list of suggested courses, please reach out to your CSM or Team Lead



SUPPLIER SHOWCASES

- These sessions take place during the Fall and Spring, and showcase industry suppliers in order to improve team member's product knowledge.
- They are open to any team members to join over their lunch on the day of the session, and they are recorded to watch at a later date.



I can't underplay the continued training that our DCX team members get at DCX — it's so valuable. - **ALLISON MCLAIN, BRANDFUEL**



CONTACT YOUR CUSTOMER SUCCESS MANAGER FOR MORE SUPPORT IF NEEDED.

