



# NA Training Partner & Instructor Conference

Virtual experience | 7-9 Sept, 2021

 **Open collaboration,**  
learning **anywhere** 







# 2021 retrospective ... ... and getting back to onsite deliveries

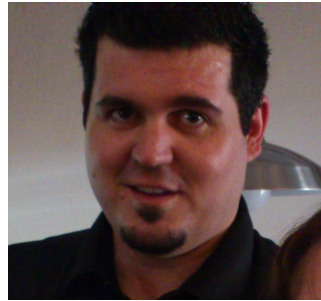
**Geoff Gardner,**

Training & Certification Delivery Manager

North America



Eash Peri



RJ Martins



Adam Yates



Vinay Belagavi



Deep Patel



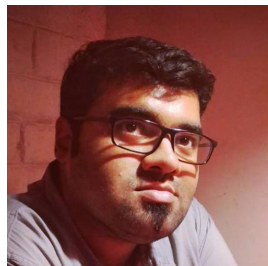
Ricardo da Costa



Ricardo Taniguchi - 11 Years at Red Hat!



Barb Stamatakis



Som Mukherjee



Marc Kesler



David Callahan



Tim Hurley



Jesse Scott



# Agenda:

- ▶ 2021 retrospective
- ▶ Getting back to onsite deliveries
- ▶ RHLS Premium
- ▶ DO500
- ▶ Voice of the Customer
  - NPS & student comments
- ▶ Maintaining sanity in a COVID world



Red Hat is *still* Red Hat



# ... 2020/2021 retrospective

## A few bits 'n pieces:

Remote exams

RHLS Premium

RHCI RHLS-P Ready

DO500 - Labs > GLS transition

Instructor class summary reports

New NA sales lead - Kent Malwitz

Instructor/VT support project

Instructor Advisory Board

MCR kit refreshes

A lot more stability in our platform

(some issues but considerable improvement over last year!)

## New/updated classes:

AD364

RH294

DO328

CL260

CL110

CL210

DO250

DO283

DO322

DO326

DO378

DO400

## Maintenance release classes:

DO447

DO457

RH318

RH403

## Retired classes:

DO407

DO409

DO410

DO425

CL310

## OCP v4.6 refresh:

All OpenShift Curriculum moved, or in process of moving, to v4.6



# Getting back to onsite deliveries



## Onsite (in-person) deliveries

Two deliveries in July

Travis - US Army

Tim - US Navy

Delta concerns for private/public classes

Vaccination status - open question

New BDMs



## MCR kit refreshes

New 64GB / 1TB laptops (32)

New 32GB / 256GB laptops (16)

Added instructor HDMI monitor

Refresh/repair of older kits

Replace broken kit-boxes/hardware

Testing/updates of kits in progress

Ongoing ... More new kit to come ...



## New Delivery Coordinator Role

Dave Frueauf (ex BDM)

Focus point for class logistics

Red Hat IDs

Financial paperwork/OF

Scoping calls

GTR process





# RHLS Premium



## RHLS Premium Stats

- Average NPS - 92
- Average attendance rate - 70%
- Average fill rate - 3 to 4 students
- Number of students taught - 681
- Number of survey responses - 161
- Survey response rate - 23%
- Instructors certified - 13
- Classes available - 11 (more to come)
- APAC - Q4CY21
- EMEA - Q1CY21



## Student Comments

- "These daily sessions build upon what has been learned in the videos and text book materials"
- "Excellent live classrooms! I have taken a few and I am never disappointed. I have already recommended the Learning Subscription to a colleague and it has already been approved by management"
- "Class is well-organized in smaller and easily consumable sections. Our instructor, Sanjay Singh, is extremely knowledgeable on the subject and explains concepts clearly and always encourages questions. In fact I would prefer to have Sanjay future classes that I want to enroll in. This is my first formal introduction to Ansible. I now can say that I now have a strong foundation to build on to greater understanding of this technology"



## Instructor Comments

- "I enjoy teaching RHLS Premium classes as I get to see the reaction students have to an ILT session. For many students, the RHLS Premium session is their first experience with a Red Hat instructor and they're always impressed with the quality of training they receive"

# DO500

## DevOps Culture & Practice Course



### DO500 Stats

Average NPS - 75

Classes run this year - 9

Average # students - 12

Average response rate - 72%

# GLS Instructors - 3



### Student Comments

Course was well structured and conducted very efficiently. Additional time was allocated appropriately to keep on track, but to make sure that topics were fully covered and questions were answered.

Teachers were very excellent, enjoyed the course.

Instructors were great!

Sharp team and very helpful while clarifying information for the class!



So what about the Voice of the Customer; NPS, instructor scores, student comments?



# Student Comments

## Always the most interesting & satisfying part of my week

- ▶ Ricardo clearly covered the information. He tailored the class to the background knowledge of the class. He helped answer questions and get the students through the labs
- ▶ Excellent instructor. I have learned a lot. He is very knowledgeable with the Ansible material and engaged the whole class. One of the best virtual classes that I've taken
- ▶ Marc was excellent. We had several questions that were specific to our use cases, and Marc was very helpful in talking through potential options in implementation
- ▶ Instructor did a great job of answering student questions with demonstrations rather than simply explaining the answers verbally. The visual demonstrations were effective to reinforce the concepts
- ▶ The instructor really knows the material and how/when to use it in the real world.
- ▶ Best Boot Camp instructor i've ever had. Looking forward to taking the next part with Andrew
- ▶ Clint was fantastic. He went through the content of the guide, provided his own experience with 'cards' that he had put together, talked about things that were not in the guide and was able to answer/help with every question. He was outstanding
- ▶ I couldn't ask for a better instructor. Thank you Deep. Keep up the good work
- ▶ Prabhjot was very patient. I told him 4 times in a row that I didn't understand a simple technical concept after he explained it, and he was patient with me until I understood
- ▶ Ricardo is one amazing instructor. He is clear speaking and quite knowledgeable in best practices with respect to Satellite Server
- ▶ Barb is extremely smart. If she didn't know the answer she found the answer
- ▶ Jeff provided several demos related to concepts discussed in the class that went above and beyond what was presented
- ▶ Marc was a fantastic instructor. He's extremely knowledgeable about the subject matter and he presents it in a way that it's easily digested
- ▶ The instructor is resourceful and very experienced in covering a broad range of questions that we brought up in the class, including those outside of the material
- ▶ Great instructor who has a great deal of experience over the years, which adds to the overall knowledge provided by the course
- ▶ Travis is exceptionally knowledgeable and motivated. He tried SO hard to get us to participate. Very good instructor
- ▶ Adam was very knowledgeable and responsive to any questions. You can tell he loves to teach and he did a fantastic job

# NA Training by the Numbers (CY21 so far)

## Fun facts & stats ...

Highest average NPS score:

- ▶ David Callahan
- ▶ Average **84.72**



**3757**

Number of students taught



Highest average instructor score:

- ▶ Barb Stamatakis, Deep Patel, RJ Martins, Tim Hurley, Travis Michette, Ricardo da Costa
- ▶ Average **4.9**



**3063**

Average survey response rate



**125**

Number of student responses



**4.74**

Average instructor score



**474**

Number of 'detractor' survey responses



**486**

Number of classes run



**2398**

Number of 'passive' survey responses

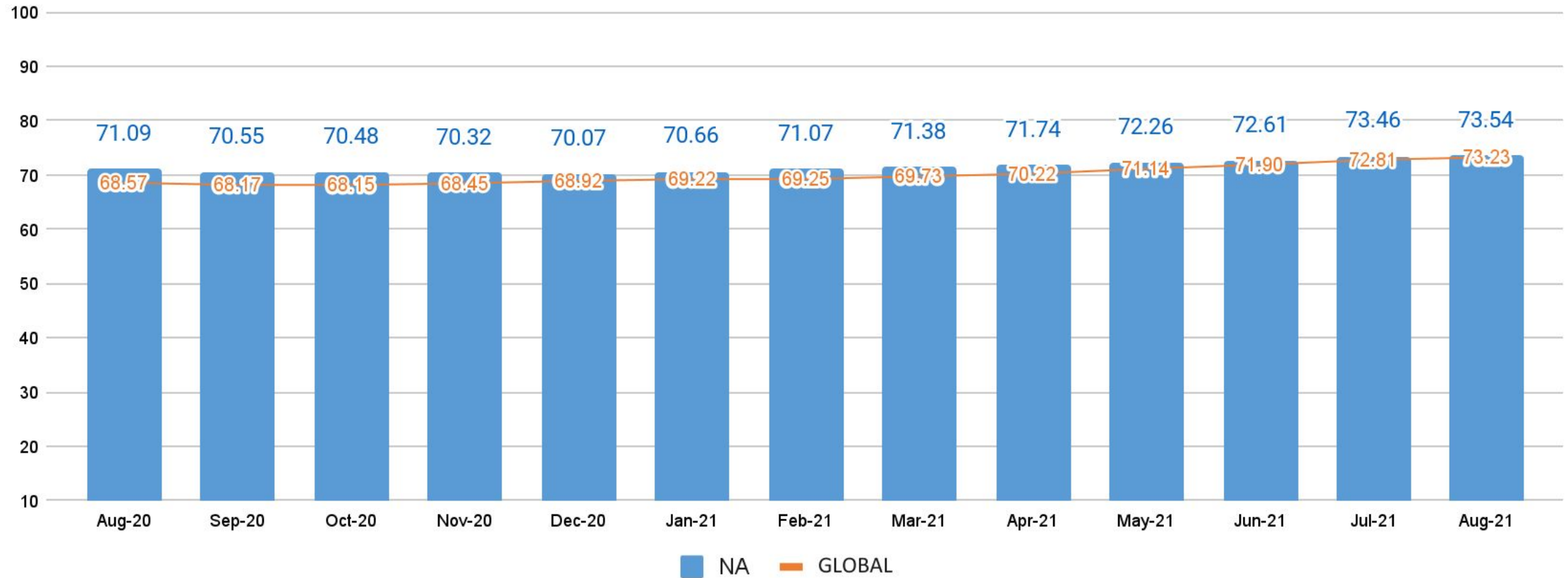


Number of 'promoter' survey responses



# NPS

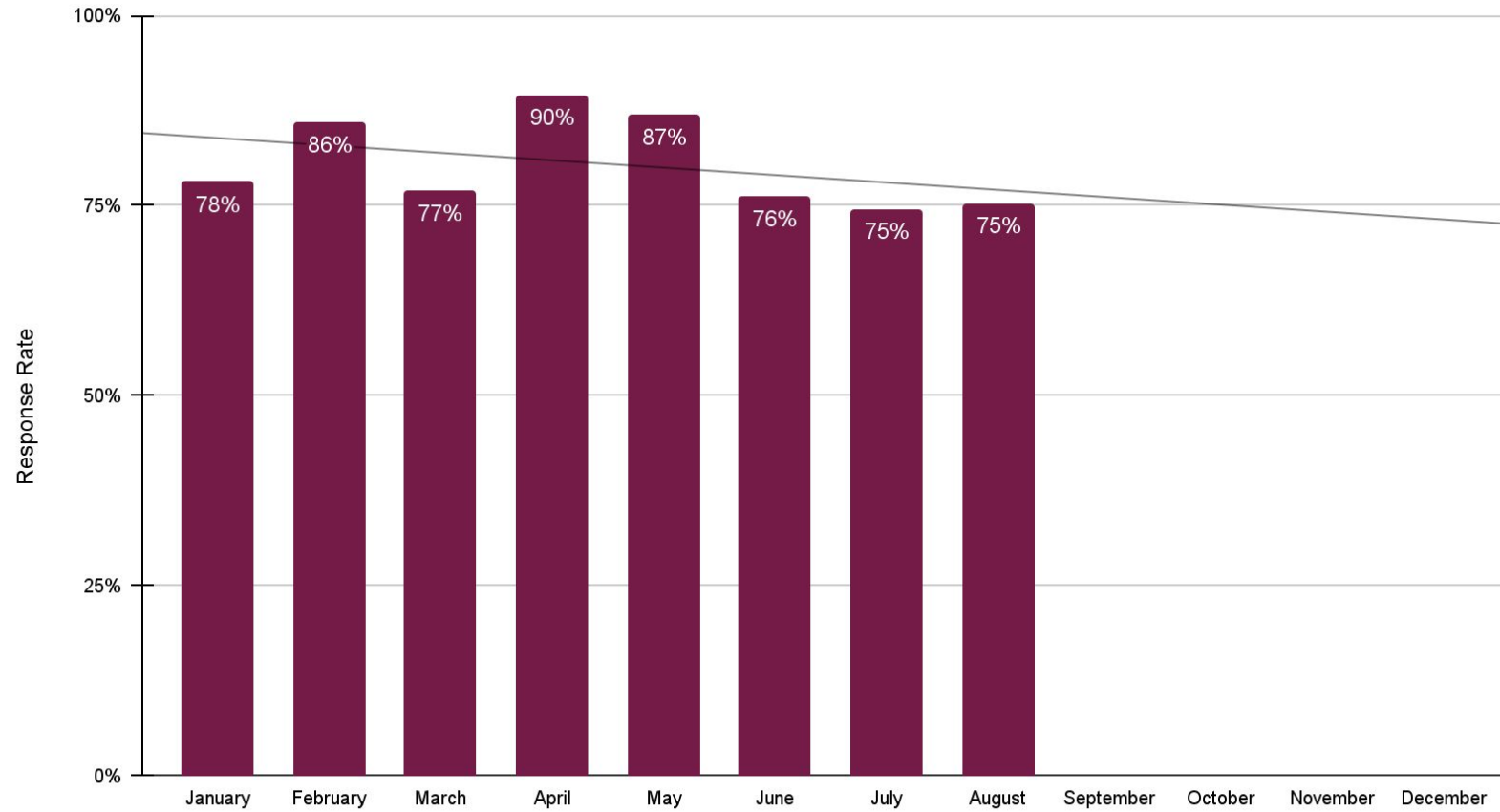
## Red Hat Training - Rolling 13-Month NPS



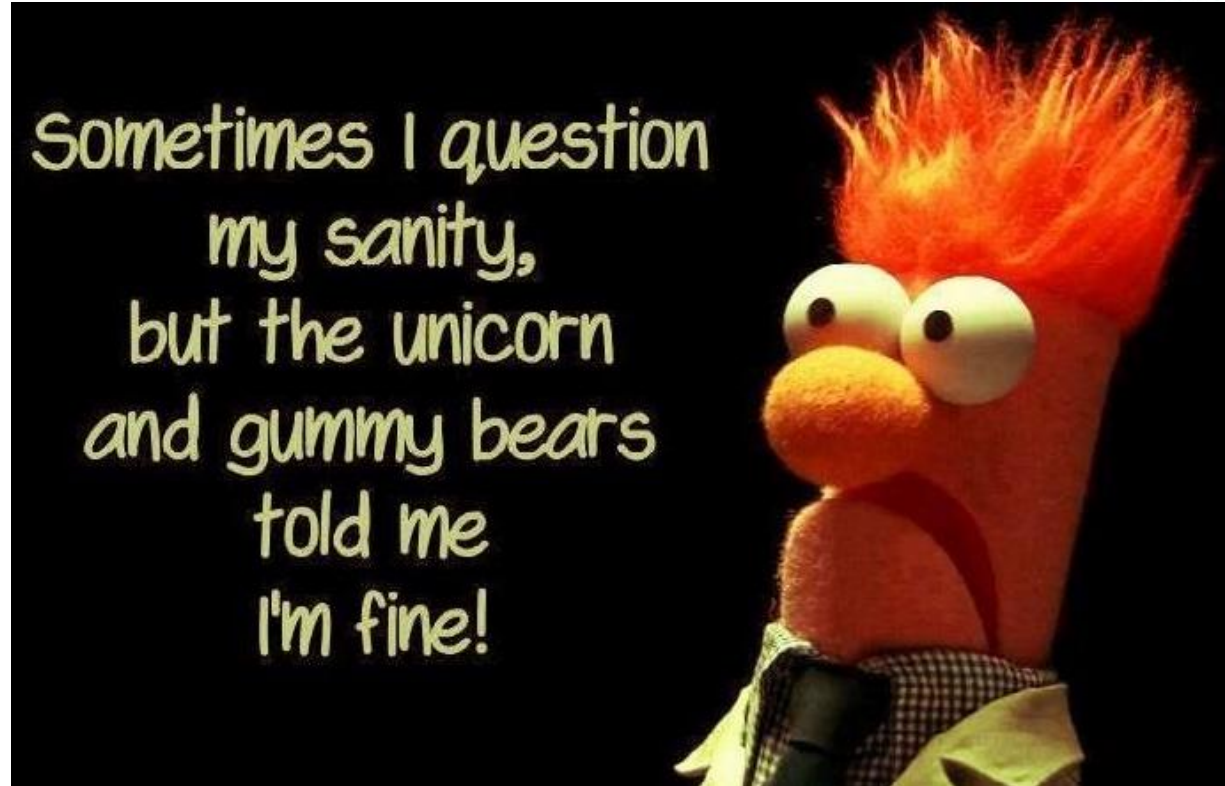


# Survey Response Rate

## NA Response Rate - CY21



# Maintaining sanity in a COVID world



## **Geoff's tips - 2020**

- ▶ Be kind, show empathy
- ▶ Assume positive intent
- ▶ Don't stay in your tribe
- ▶ Ask questions / start a conversation

## **... 2021**

- ▶ All of the above ... plus ...
- ▶ Lean on others ... and ...
- ▶ Recognise when others need to lean on you ...

In a world where  
You can be  
anything, be  
kind.



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N



You are always teaching & enabling others

Take time to learn something new yourself

... my personal story ...



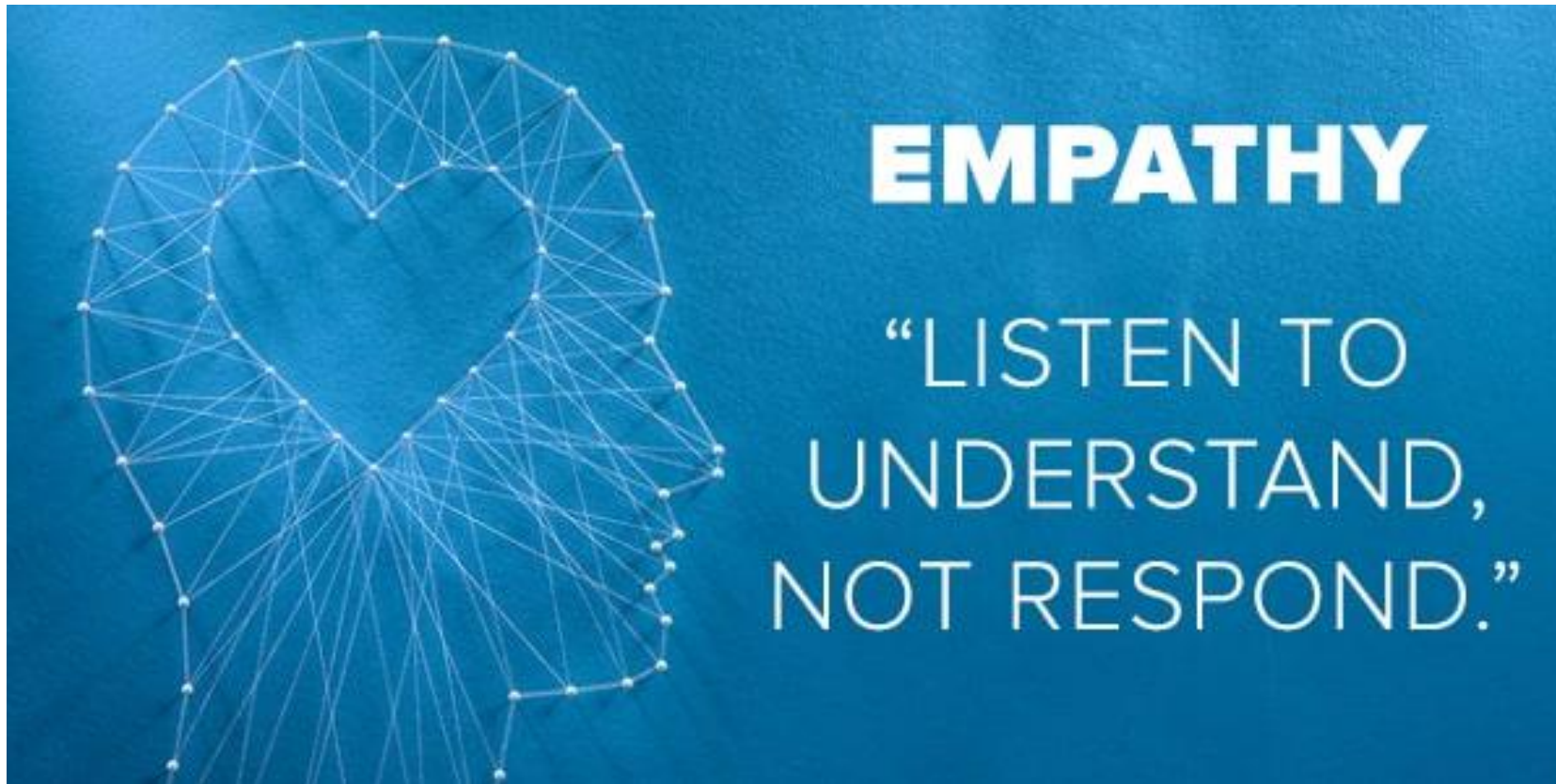
**Interested in learning more & helping Ellie?**

Book info: <https://www.amazon.co.uk/Mandala-Energy-COME-BACK-NATURE/dp/1527295257/>

I can send you a PDF: Venmo [@Jennifer-Gardner-Artist](https://www.venmo.com/@Jennifer-Gardner-Artist) or PayPal [floridabrits@gmail.com](mailto:floridabrits@gmail.com) - any donation is welcomed and I will round up any donation less than the price of the book (all donations will go to Ellie for ongoing eye surgery/treatment)



EMPATHYZE



Be kind, caring & compassionate  
Builds leadership & fuels collaboration

A  
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**LEARN TO APPRECIATE  
WHAT YOU HAVE,  
BEFORE TIME  
MAKES YOU APPRECIATE  
WHAT YOU HAD.**

**- UNKNOWN**

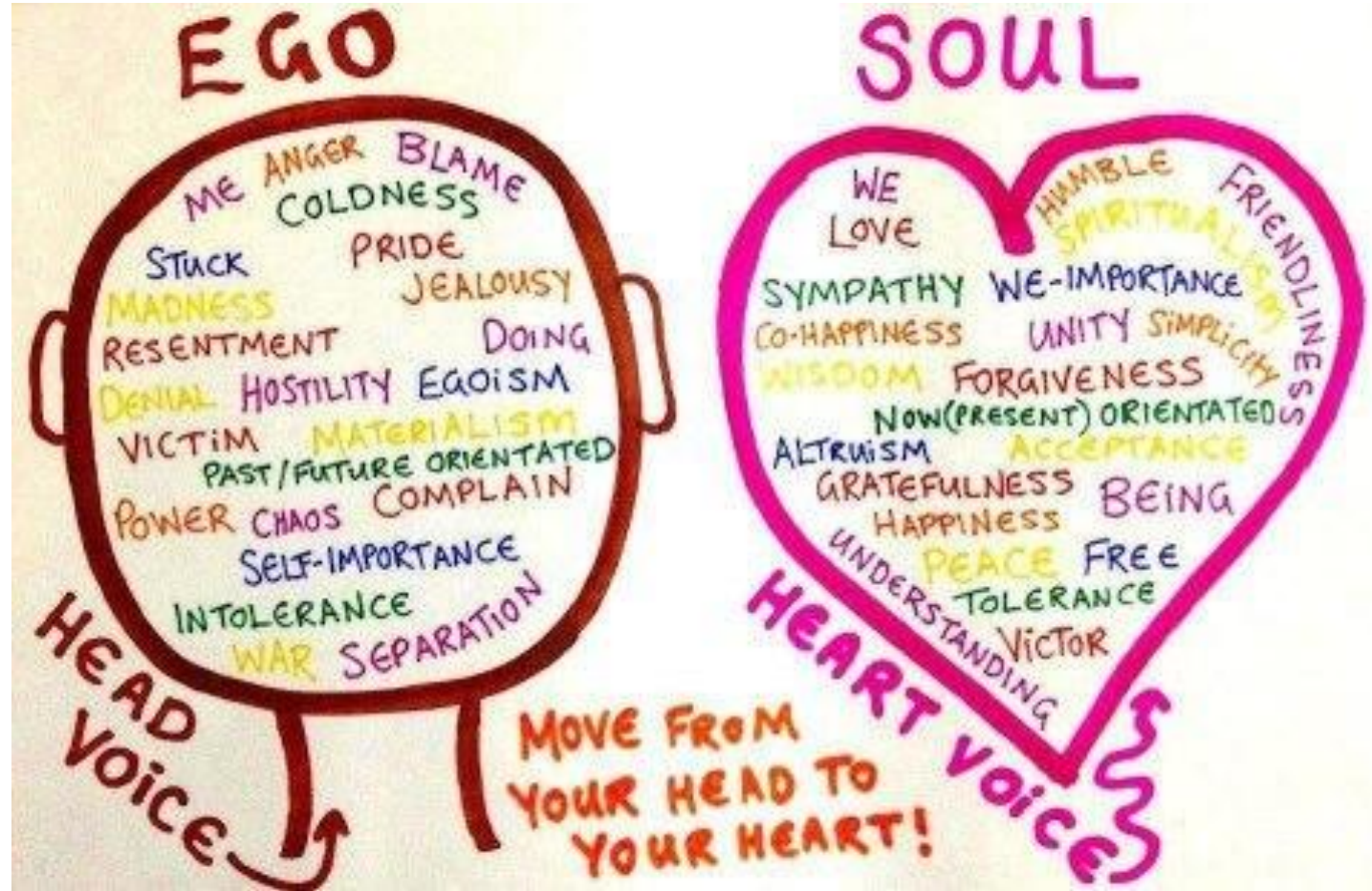
QUOTESPEDIA.ORG

Take time to be grateful for what you have and appreciate  
Let go / accept / mitigate what you don't have (e.g. video calls  
with family you cannot visit)





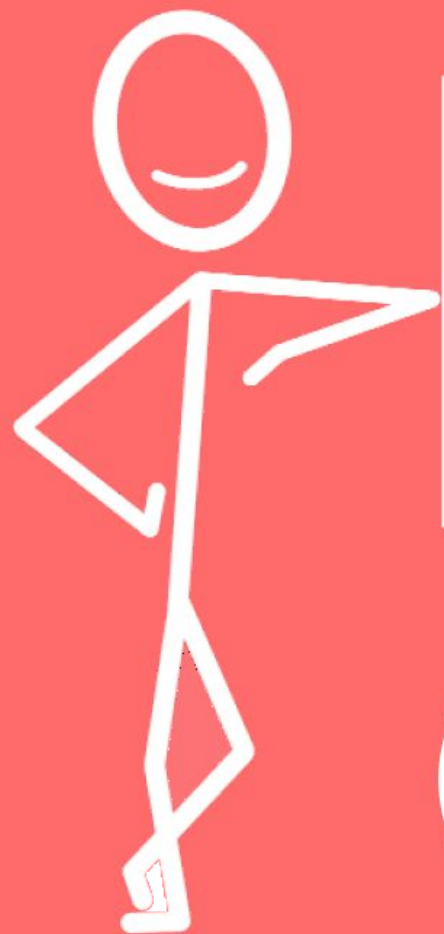
NEUTRALIZE



Pull back on me, myself & I

Think of the bigger picture (professionally & personally)

Question your values & beliefs



Lean  
on Me



# Thank you!

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