Job Aid: Internal, Global Services Comms for Mass Course Cancellations from LCA

When the LCA team determines that there will be a mass course cancellation, use the following plan to share the news with **internal, Global Services** audiences.

Internal Audience	Action	Action owner(s)	Canned Message to Use	Notes
Global Delivery Services (GDS): Project Managers (**PMs**) and Solution Consultants (**SCs**)	Post canned message to the **PM** and **SC** Cross-Functional Announcements Teams channel	Terri Healy Susan Charest Michelle Bell	*Subject*: **Notice: Course Cancellation May Impact Your Customer(s)** The following course(s) has been cancelled due to [*insert brief explanation, like tenant provisioning, training environments, technical issue, etc. if we have context we need/want to share*] beyond our control. Your customer(s) [*insert hyperlink to Excel sheet of impacted customers, if available*] may be impacted if they were registered: • [*list course(s) here/details that would help recipients easily identify the course(s), including dates and times they were/are scheduled times/time zones*] Impacted customers can review the course schedule and register for a session which meets their needs. Additional class dates may be offered, pending instructor availability. Send your questions to etraining@ukg.com.	
Relationship Management's Executive Relationship Managers (**ERMs**)	Submit a comms request to the GSO Comms team so can email canned message to ERMS (ExecutiveRelationshipManagersERMs@ukg.com)	Jillian Wilschke (or someone else from the GSO Comms team)	*Subject*: **Notice: Course Cancellation May Impact Your Customer(s)** The following course(s) has been cancelled due to [*insert brief explanation, like tenant provisioning, training environments, technical issue, etc. if we have context we need/want to share*] beyond our control. Your customer(s) [*insert hyperlink to Excel sheet of impacted customers, if available*] may be impacted if they were registered: • [*list course(s) here/details that would help recipients easily identify the course(s), including dates and times they were/are scheduled times/time zones*] Impacted customers can review the course schedule and register for a session which meets their needs. Additional	See GSO Comms Request criteria below

			class dates may be offered, pending instructor availability. Send your questions to etraining@ukg.com.	
Relationship Management's **LCA** team	Post canned message to the LCA **General** Teams channel (tag Leo Daley in the comment section)	Becca Nelson Sonya Tracy	*Subject*: **Notice: Course Cancellation May Impact Customer(s)** We cancelled the following course(s) due to [*insert brief explanation, like tenant provisioning, training environments, technical issue, etc. if we have context we need/want to share*] beyond our control. Customer(s) [*insert hyperlink to Excel sheet of impacted customers, if available*] may be impacted if they were registered: • [*list course(s) here/details that would help recipients easily identify the course(s), including dates and times they were/are scheduled times/time zones*] Impacted customers can review the course schedule and register for a session which meets their needs. Additional class dates may be offered, pending instructor availability. Send your questions to etraining@ukg.com.	Terri, Michelle, and/or Susan need to alert Becca and/or Sonya when their actions are needed.

When filling out your GSO Comms Request for the ERM email:

Category: Communications

Communications Type: Other Communication

Request description: [Please include as many details about the mass course cancellation here as possible *AND* include the completed, canned comms template above into this section.]

Products impacted: Choose which products the mass course cancellation might be relevant to

Urgency: Choose "Emergency (within 24 hours)" so that the GSO Comms team gets an email notification from Smartsheet when you submit it.

Applicable regions: Choose which region(s) the mass course cancellation might be relevant to

Requested delivery date: Indicate which date you need the ERM email to be sent by

Approvers: List who will need to review/approve of the GSO Comms email draft before it gets sent to the ERMs

Impacts partners: Choose "No"

Audience details: Write "ERMs"