Your Free Training Manual

Congratulations!

If you're thinking about rolling up your sleeves to clean up your business processes, you and I are on the same page. It's never too late to get started with documenting the instructions for your most essential workplace tasks. As you progressively build up your staff training and accountability resources, you will be able to create a folder of easy-to-follow steps for every position in your business. With records like this you will:

- Eliminate confusion around what a good job looks like
- ✓ Establish accountability for what needs to be done, when, and by whom
- ✓ Stop the conflict, arguments and debate over how tasks should be performed
- ✓ Ensure essential workplace tasks are performed even when team members are absent
- ✓ Facilitate excellent workplace performance that you can consistently reward

Once you activate these shifts in your daily business operations, you will see that:

- ✓ The time required for staff training is reduced by half
- ✓ Workplace productivity increases by at least 20%
- ✓ Workplace accuracy and task completion rates will skyrocket to at least 90% every day

We've found that there is a special magic to making these types of videos, and this is easy to learn. Following are some handy resources for you to make a video that sets everyone up for success. Once you've recorded your video, you leave the rest to us!

Here's how it works:

- 1. Follow these steps below to prepare your Instruction Video
- 2. Upload that Instruction Video to YouTube or share it to us online (through Google Drive, Dropbox, WeTransfer etc)
- 3. Complete the Video Submission Form found here
- 4. Email that completed Video Submission form through to info@ operationverve.com
- 5. Finalise the payment of the invoice to enable us to get started

After that we will only need one work day to complete your Task Instruction Manual. Then we will get it back to you so you can roll it out to your team at work. That's it! Nothing more to it!

You could Contact Us today for more info if you like, but if you're ready, you can simply get started. You could have your first instruction manual the next day you go to work!!

Happy Recording!

O P E R A T I O N V E R V E

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www.operationverve.com

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Top 10 Video Production Tips

1. Ensure the video is made at a high enough resolution that screenshots taken from the recording will be clearly visible in the written manual.

2. Introduce the video with a spoken description of the process e.g. "This video shows the steps to order this specific item".

3. If required: Follow this intro by saying any extra information to contextualise or differentiate this process from another e.g. "This is only for orders from this supplier" or "We do this process on the first Monday of every month".

4. Start the steps of the video at the very beginning of the process: From the point of login, or the first tab to open, the first folder to open etc.

5. Describe out loud what each step is about and why it is being done e.g. "Click on this tab to open the list of suppliers" or "Entering information into this field will populate this part of the website page".

6. Make sure the spoken descriptions are kept to an absolute minimum and match the actions on the screen exactly.

7. Use the mouse to circle important cues or information on the screen e.g. a specific tab, field, or icon etc.

8. Go slowly! The person using the video to create written instructions will be pausing the video at each step to type the words and capture relevant screenshots.

9. To end the video, summarise what a successful process outcome would look like e.g. "The confirmation screen shows you the order has been submitted successfully. There will also be an invoice emailed to accounts payable in the next few minutes".

10. Create a separate video for each chunk of a more complex task. E.g. one video for creating the invoice followed by a separate video for emailing the invoice.

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How to sign up an account in Zoom

If you don't have an account yet you need to Sign Up and set up a personal account. Follow instructions below:

1. In your browser go to https://zoom.us/

2. Click on "Sign Up It's Free" button at the top right of the screen



3. Enter your work email address and hit Sign up





4. Review the email address you just entered and hit "Confirm"

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name@gmail.com Edit By signing up, I agree to the Privacy Policy and Terms of Service. Confirm Confirm Cancel	Welcome! Please confi	rm your email be	elow to get started	I.
By signing up, I agree to the Privacy Policy and Terms of Service. Confirm Cancel	name@gmail.co	m	Edit	
	By signing up, I agree t Service. Confirm	to the Privacy Pol	icy and Terms of	

5. It will then show that they sent you a confirmation link to your email



We've sent an email to name@gmail.com Click the confirmation link in that email to begin using Zoom.





6. Check your email to confirm



7. Click the confirmation link and for you to begin using Zoom, then click on "Activate your account"

zoom
Hello name@gmail.com
Congrats on signing up for Zoom! In order to activate your account please click the button below to verify your email address:
If the button above doesn't work, paste this into your browser:
https://zoom.us/activate?code=9TbG6YHoz7WDZngbQilli-eMTXA_tjQnYJ0fcrjlzrA BQUAAAFkaL-glgAnjQAXYWxwYXJyYWJpYW5jYUBnbWFpbC5jb20BAGQAABY wRDhya0ZrQ1M3R283VDdHSGpha0V3&fr=signup
For additional help, visit our Support Center.
Happy Zooming!



8. It will then get you through the main website, where it asks you to enter your name and password, Fill it up and Hit "Continue"

Note: Password must: *Have at least 6 characters Password must NOT: *Contain only one character (111111 or aaaaaa) *Contain only consecutive characters (123456 or abcdef)

ZOOM SOLUTIONS + PLANS & PRICING CONTACT SALES	JOIN A MEETING HOST A MEETING + SIGN IN SIGN UP, IT'S FREE
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9. You can invite friends to use zoom by entering their emails, or you can do this later and hit "Skip". And now you have been successfully signed up.

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How To Set Up A Meeting In Zoom

1. You can test a Meeting by clicking either in the meeting link provided or by clicking the "Start Meeting Now".



2. It will then launch, just click on "open zoom.us"

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3. You can then choose weather you want to have a meeting via Phone Or via computer. This time i will choose "Join with computer audio"



4. Now you can copy the meeting URL or Invite others by sending them directly the link on their desired email address





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5. These are the options on sending them directly the link via email, either via default email, gmail, and yahoo mail.

Choose you	ur email service to sen	d invitation	
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Default Email	Gmail	Yahoo Mail	

6. After the meeting you can simply click on the "end meeting" at the lower right to end the conversation and you are done.

Meeting Topic: Host Name:	name name	Personal Meeting Ro	mom
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Particip:	If you want to keep another Host before	this meeting open, please you click Leave Meeting.	assign
	e to give feedback to Zoo Cancel Leav	e Meeting End Meeting	IS FOR ALL
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How To Record Your Screen Using Zoom

- 1. Go to https://zoom.us/signin
- 2. Log in to your registered account and enter your username and password click sign in

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3. Choose "Host a Meeting" from the website home dashboard and click on "With video on"

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Users Group Management		
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4. Click and choose "Open zoom.us"

Open zoom.us?	
Always open these types of links in the associated app	
Cancel Open zoom.us	
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Please click Open zoom.us if you see the system dialog.	
If nothing prompts from browser, download & run Zoom.	
Copyright ©2018 Zoom Video Communications, inc. Al rights reserved. Prixacy & Legal Policies	

5. Next, click on "Join with computer audio"







6. You can click on "Start Using Video" to start sharing video of yourself and make sure the microphone is not set to mute

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7. Adjust your desktop video and centered yourself into it







8. If you're not comfortable with sharing your video you can just simply click on "Stop the video" to share your screen only.



9. To start sharing your screen just click on the "Share" icon





10. And Choose "Desktop 1"



11. After sharing your screen click on "More" at the upper right side and choose "Record" and start recording your screen and talk





12. You can see the red circle moving once the recording started



13. You have the option as well to move the recording setup at the bottom of your screen or at the top by clicking the arrow as shown below

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14. When your done with your recording you will just simply click on "Stop Sharing"

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15. And then pause the recording by clicking the small pause icon as shown below









16. Now you can click on the "End Meeting" to finalize on ending your recording

17. And choose "End Meeting For All" Contact









19. You can now finally save the recording or enter a new location of which folder in your desktop you want the video recording to be saved, and you are done.





How To Upload Videos In YouTube

1. In your browser, open www.youtube.com and login to your personal YouTube account

2. After log-in click on the video icon on the upper right of the screen to upload a video - and choose "upload a video"

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3. Next click on the red up arrow icon and select the file from your desktop of the video that you wanted to upload







4. Wait for the video to be successfully uploaded, while waiting you can change the privacy of your video - if you wanted it to be unlisted, public, private or schedule - by clicking the option as shown below:

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5. Now you can then hit done, and publish the video. Copy and paste the URL to open your uploaded video in another tab of your browser to test it, then you are done

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