

Train the Trainer

Description of Service

Gong and the customer will mutually agree on the resources to partake in the Train the Trainer (TtT) program. TtT ensures that the customer has the content and best practices to scale their Gong training requirements internally. Gong will ramp up to 3 training resources on how they can deliver Gong-approved sessions (Frontline Manager and/or Revenue Professional) and content to their team(s).

Project Schedule

All training services must be consumed one year from the Contract Signature Date and may not roll-over into any other period. Any training services not consumed within the year will expire with no further credit or refund and shall have no value thereafter.

Engagement Activities

Session 1 – Content alignment

A 2-hour session where a Gong trainer will walk the designated resource(s) through how to deliver and customize the Gong training session (one persona at a time) to meet their organization's needs. We will then send over the most current version of the content to the customer. After the content is provided to the customer all updates to content should be done by the customer unless another TtT is purchased.

Session 2 – Teach Back

Gong and the customer will mutually agree to either have a trainer sit in on one session that the Customer delivers or have a Gong trainer listen to one recording of customer-led session to ensure feedback and support for delivery is provided.

Engagement Assumptions

- Customer resources are required to take Gong system training prior to initiating the TtT service.
- Customer must have the appropriate Gong account permissions prior to initiating the TtT service.
- Customer must provide cancellation or reschedule notice no later than 5 business days prior to agreed-upon delivery, otherwise service is considered completed.
- The expiration date is one year from the contract signature date.