

# Mind the Product Training Services

## Training Delivery Approach

**Mind the Product Training Services** are live, instructor-led training engagements delivered by [Pendo.io](https://pendo.io), Inc (“Pendo”) to private customer groups to support the development of product management skills and capabilities. These Professional Services are training services designed to provide learners with practical knowledge, shared terminology, and best practices that may be applied in their day-to-day product work.

Mind the Product Training Services are delivered by qualified third-party instructors engaged by Pendo. Each engagement is delivered in a standardized format and emphasizes interactive learning, including instructor-led teaching, discussion, and practical exercises.

This Services Description applies solely to **private training bookings** and does not apply to public or open-enrolment training offerings.

## Engagement Process

Mind the Product Training Services are designed to support customers through the following process:

- **Initial Consultation** – Customer objectives, team context, and learning goals are reviewed through a pre-engagement consultation.
- **Training Delivery** – Learners participate in a live, instructor-led training class aligned to the selected training offering.
- **Continued Learning Support** – Learners receive post-class materials to support continued learning.
- **Feedback** – Customer receives trainer feedback and aggregated learner comments following training delivery.

## Training Format and Delivery Model

All Mind the Product Training Services follow the same delivery model:

- Live, instructor-led delivery
- Eight (8) hours total duration per class
  - Delivered as two half-day sessions when remote
  - Delivered as one full-day session when delivered in-person

- Standardized instructional format, including:
  - Instructor-led teaching
  - Group discussion
  - Practical exercises

Remote delivery via Zoom is the standard delivery method. In-person delivery may be offered upon request, subject to instructor availability and additional fees.

Standard training classes are designed for up to **fifteen (15) participants**. Larger group sizes may be supported by mutual agreement of the parties and may be subject to additional fees or delivery adjustments.

## Curriculum

Mind the Product Training Services are available for the following private training classes:

- Product Management Foundations
- Communication & Alignment for Product Managers
- Metrics for Product Managers
- Mapping to Solve Product Problems
- Practical AI for Product Teams
- Building AI Experiences in Your Product

Details of each class are available at [mindtheproduct.com/training](https://mindtheproduct.com/training). All classes are delivered using the same format and delivery model. Variations between classes relate only to subject matter.

## Training Activities

Pendo will be responsible for performing the following training activities (collectively, the "Professional Services"):

### Initial Consultation

- Conduct a pre-engagement consultation to understand customer objectives, learning goals, and context

### Planning

- Plan training delivery based on the selected training offering
- Prepare and review training materials for live delivery

## Live Training Delivery

- Deliver live, instructor-led training to participating learners
- Facilitate discussions and exercises in accordance with the standard training format
- Share post-class learning resources with participants

## Feedback and Close-Out

- Collect learner feedback following training delivery
- Provide Customer with trainer feedback and aggregated learner comments

## Deliverables

Standard deliverables for Mind the Product Training Services include:

- Live instructor-led training session(s)
- Pre-session invitations and preparatory activities for learners
- Post-class resources, including:
  - Full slide deck
  - Additional recommended reading materials
- A feedback report provided to Customer, including:
  - Trainer feedback and observations
  - Aggregated learner comments
- Digital certificates of completion issued to participating learners

## Customization

Customization of training content is **not included** as part of standard Mind the Product Training Services.

Where agreed, customization may include tailoring examples, exercises, or discussion topics to better align with the Customer's business context or product environment. Any customization must be expressly agreed by the parties and documented in the applicable Order Form (or other applicable ordering document between the parties) and/or Statement of Work. No customization will be provided unless expressly purchased.

## Intellectual Property

All intellectual property rights in and to the training content, materials, methodologies, and deliverables provided as part of the Professional Services, including any modifications or customizations thereto, ("MTP Materials") are and shall remain the exclusive property of Pendo and/or its licensors.

No ownership rights in MTP Materials are transferred to Customer under an Order Form or other ordering document between Pendo and Customer, or any applicable agreement. Subject to the terms of the applicable agreement, Customer is granted a limited, non-exclusive, non-transferable and revocable license to use the MTP Materials solely for the Customer's internal business purposes in connection with the applicable training.

## Customer Roles and Responsibilities

Customers are responsible for:

- Participating in the initial consultation process
- Coordinating scheduling and ensuring learner availability
- Providing attendee email addresses required for training delivery, communications, and certification
- Ensuring learners have appropriate technical access to Zoom or other agreed delivery tools
- Participating in training sessions and post-training feedback activities
- Responding promptly to any request by Pendo to provide direction, information, approvals, authorizations, or decisions that are reasonably necessary for Pendo to perform the Professional Services

## Assumptions and Constraints

- This Services Description applies exclusively to **private training bookings**.
- Training Services are delivered remotely via Zoom as standard. In-person delivery may be provided upon request, subject to additional fees and instructor availability.
- Training Services are delivered live. Recordings or on-demand access are not included unless otherwise expressly agreed in writing.
- Mind the Product instructors are third-party contractors delivering training on behalf of Pendo.
- Customization is not included unless expressly purchased and documented in an Order Form and/or Statement of Work.
- The Professional Services expire and must be consumed within **twelve (12) months** from the execution date of the applicable Order Form or other ordering document between Pendo and Customer.
- Training Services may not be cancelled by the Customer. Each scheduled class may be rescheduled **once**, provided that Customer gives a minimum of **two (2) weeks'** prior notice.
- Pendo will use best efforts to deliver the Professional Services during the dates as agreed to by the parties. If Pendo must reschedule, it will work with Customer to choose a new, mutually agreeable date(s).

## Incorporation

The Training Services performed by Mind the Product in accordance with this Services Description are referred to as "Professional Services." This Services Description is incorporated into and governed by the applicable Order Form or other ordering document between Pendo and Customer covering the purchase of such Professional Services.

*Last updated: February 20, 2026*