

Healthcare Benefits Solutions Client: Curriculum Re-Design



Concept & Initiation	Analysis 2 weeks Content Analysis Context Analysis Learner Analysis Performance Analysis
Definition & Planning	Design 6 weeks Create/Build a New Agenda Restructure/Re-engineer existing agenda Analysis & Design Presentation
	Develop 2 weeks Create Templates for Mock calls Modify Program Map Edit/Revise Program Map
Execution	Implement 6 weeks Train-The-Trainer & Wrap-Up Training Implementation Includes Nesting
Closing/Control	Evaluate 1 week Reaction: Survey Learning: Focus Group Behavior: Assessments and Certifications

Client

USA Top Tier National Healthcare Payer

Solution Implemented

Training Agenda:

- Re-designed the Training Agenda (Training Agenda was received in pieces and incomplete)
- Created a streamlined agenda that covers BAU and AE
- Incorporated Scenario-Based Learning
- Embedded daily recap and debrief

PowerPoint Presentations:

- Updated to new template and format
- Updated and enhanced information

eLearning (Scenario-Based Learning)

- Updated to new template and format to adapt to Scenario-Based Learning.
- Created simulation type of training for selected modules
- Created systems simulations (using Articulate Storyline)
- Created microlearning videos using Adobe Captivate

Facilitator's Guide, Participant's Guide, and Job Aids:

- Updated to new template and format
- Created Scenario-Based Learning guide – scaffolded learning

Participant's Guide/Job Aids

- Updated to new template and format
- Created participant's guide and missing job-aids

Assessments

- Updated existing assessments
- Created the missing assessments

Outcome

- **Completed Converted Training - Re-Design to Scenario-Based**
- **Converted 90% Instructor-Led Training to Self-Paced**
- **Scenario-Based Learning - Top Contact Drivers**
- **Everise Increased Call Center Operations Headcount**
- **Transitioned to another client project - Knowledge Management Re-design (Migration)**

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-SVP, Consumer & Provider Experiences
Major Health Insurance Enterprise