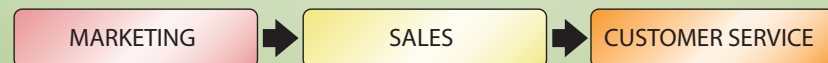


INFORMATION TECHNOLOGY

- **Requirements Gathering**
Business objective meets Business user.
- **Technology Review**
Buy it, Build it, or Rebuild it.
- **Configuration**
Communicate and prioritize needs vs. wants.
- **Integration**
Evaluate change in current work-flow or process.
- **Deployment**
A concise, scalable campaign encouraging self-paced learning.
- **Enhancements**
Revisit business objectives and user acceptance.



BUSINESS OBJECTIVES

- **Identify Audience**
Customer, Employee, and Partner Relationship Management.
- **Showcase Best Practices**
Success for the organization is realized through individuals.
- **Empower Subject Matter Experts**
Train-the-trainers to deliver a unified message.
- **Engage End Users**
Allow end-users to preview and review the application.
- **Collaborate with IT**
Establish model for end-user expectations and support.
- **Leverage Analytics**
Build a culture that understands the importance of data integrity.



DESIGN

DEVELOP

DELIVER

Trainingwell

END USER PERFORMANCE

- **Gap Analysis**
Identify measurements and benefits to improve competency.
- **Product Knowledge**
Create easy access to a marketing/training library of reference material.
- **Process Improvement**
Demonstrate Management commitment through mentoring and coaching.
- **Communication**
Leverage corporate events and medium.
- **Training**
Incorporate training into daily work-flow.
- **Recognition**
Recognize adoption, Reward performance.
- **Retention**
Provide the end-user with the opportunity to sharpen their professional skills.

