Content Analysis Map Uploaded onto Server at the End of Day

[Curriculum X]							
What and Why	**Deliverables**	**Relevant existing courses/objectives**	**Ideas for Redesign of L&D owned content**	**How and When**	**Deliverables**	**Relevant existing courses/objectives**	**Recommendations for How and When approaches**
Understanding the role of the [X Call Center Representative] - value of this role to the organization, to our customers - overview of skills that are necessary be successful (investigative, comparing/contrasting data, being able to make a decision based on relevant research and analysis)		Intro to [X Call Center Representative] role	Classroom discussion and fun intro activity (use investigative skills in classroom) - Interview/role video of existing [X Call Center Representatives] on why they do what they do. Use existing video on impact of [X call center representatives] (get a list of [Media Manager]) - putting together a process on updating videos			Intro to [X Call Center Representative] role	
Overview of [Online Order] Review model why this model is valuable/useful what is the outcome of using this model		[Online Order] Review model SGT	Animation/Infographic/Image with tags to represent [online order] review model (facilitated experience with virtual participant guide?),	How to apply model during interactions with customers (scenarios, practice, and reinforcement) - throughout the curriculum		[Online Order] Review model SGT	
- Intro to [xyz] as tool to use for [order] review Screen tour demo (overview and then each step)		Existing simulations	access to [xyz tool] for participants? or overall demo? – discussion with [Tools' Manager] on how we can improve systems training	Using UAT for actually using the tour Procedure review activities		Existing simulations	
Overview of Case Overview - defining this step - why this is the first step - surveying the case to learn who, what, and how - defining data points - screen tour demo		Overview of Case Overview (Cut threaded case?)	Short SGTs introducing step, intro [xyz tool] (demo? short simulation/animation?) Classroom discussion on the what and why	How to conduct a case overview - how to assess who, what, and how (Strategies in tool) Practice reviewing data points (good or suspicious) (Practice, procedure review) Practice reviewing sample case overviews		Overview of Case Overview (Cut threaded case?)	
Overview of Research Step - purpose of research step - list and define data points to research - differences between current case data research and case history research - screen tour demo		Elements of Research (also practice research courses)	Short SGTs introducing step, [xyz tool] research simulation? (demo? short simulation/animation?) Classroom discussion on the what and why	Deeper dive into research experience in [xyz tool] Using tools to research (demonstration) Practice researching data points Practice research current case data Practice research case history		Elements of Research (also practice research courses)	
Overview of Confirm Step - purpose of confirm step - identify outbound communications skills needed for this step(with banks/customers)		Elements of Confirm (also practice confirm courses)	Short SGTs introducing Confirm, activity around skills, use the existing video on outbound communication?	Practicing customer outreach		Elements of Confirm (also practice confirm courses)	
Overview of Analyze Step - purpose of analyze step [removed] - Determining [different types of] cases - Useful behaviors and actions - Overall steps and data points to analyze		Elements of Research (also practice research courses)	Short SGT introducing, Classroom discussion around behaviors and data points to analyze	Practice analyzing results of case research (case examples)		Elements of Research (also practice research courses)	
Overview of Decision Action Step - purpose of decision/action step - overview of strategies used to make decision		Elements of Research (also practice research courses)	Short SGT introducing, Classroom discussion around strategies	Steps to take in [XYZ tool] to reject, release, or suspend case. (Procedure activity) Practice taking action on a case [Customer Service tool] tasks (Procedure activities?)		Elements of Research (also practice research courses)	
Specialist Performance/Quality Assurance (Does this need to be taught in the new hire) - could this one be a few weeks/months out??? Instead, during new hire - could there be a Getting Started in your role, how to be succesful/tips/behaviors, etc.			shadowing	same question			
			Additional Notes: customer data - using [GDPR] fake customers questions for [PM] - what does [potential target audience 1] and [potential target audience 2] currently have for training, what are the additional skills, do they have procedures? Do we need a procedure person assigned to this if needs to be procedure update. What does [X] Team mean vs. [X]? Lominger skills/competencies relevant to role (problem solving, decision making, investigative skills) - foundational skills – incorporating into modules, OA workflow tool? Will they use it?			questions for [PM] - what does [potential target audience 1] and [potential target audience 2] currently have for training, what are the additional skills, do they have procedures? Do we need a procedure person assigned to this if there needs to be procedure update. What does [X] Team mean vs. [X]? Lominger skills/competencies relevant to role (problem solving, decision making, investigative skills) - foundational skills – incorporating into modules, OA workflow tool? Will they use it?	