

Greg Lea, Charlotte Taylor & Julie Tipton

## OVERVIEW

Thank you for choosing to work with LTT! We are confident that you made the right choice.

The purpose of this document is to introduce you to LTT's training (Online and Instructor-led Discussion) development process. Understanding this process helps ensure project success for both HCC and LTT. While our process is a comprehensive approach that draws from our team's diverse experiences, every project is unique. By reviewing this process with your team and receiving your input, we hope to minimize project hurdles and ensure success for everyone involved.

Following are a few things we can do to ensure success on this project.

### **Assemble a Complete Stakeholder Team**

A successful project relies heavily on the skills and experience of everyone involved. We must form a joint project team consisting of LTT consultants and HCC employees. To represent all players, LTT suggests that HCC create a client team that includes stakeholders (any company member who will make decisions or approve the design and purpose of the training) including:

- The project manager, who will be the point of contact and decision maker
- Other Project Managers
- Subject matter experts (SMEs)
- Marketing
- Product managers
- Developers
- Upper management
- Budgeters

We know that it is not always possible to retain the same team members throughout the life of a project. Unfortunately, confusion occurs when new members are introduced but are unaware of previous discussions, decisions, and completed work. To help ease the transition in the event that a team member is added, LTT will host a weekly project status meeting to inform the team of all relevant information and to move everyone toward a common goal.

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## **Communication**

All communication will be directed to LTT's dedicated project manager. Although other team members will participate, a single point of contact will ensure one consistent voice and decision. Upon acceptance of the Business Plan and Client Agreement, LTT will name a project manager and ask that HCC also name a project manager or similar team leader and provide contact information. LTT prefers contact through email to [HCCproject.manager@LTTlearningspecialists.com](mailto:HCCproject.manager@LTTlearningspecialists.com).

## **Meet to Review Deliverables as a Team**

Your input throughout the process will drive LTT's ability to deliver a quality product on time and within your budget. We believe the most efficient method of managing this process is to conduct weekly project meetings to keep both HCC and LTT informed the project's status. Project managers will determine which personnel will be involved in each of these meetings, as attendance may fluctuate due to project deadlines and other external demands.

## **Understand the Sequence of the Project Process**

Probably the most important aspect of the process is how the phases and deliverables (provided in the business plan) build upon each other. In other words, the phases are approached sequentially because the information gathered and created in one phase is necessary to complete the next. The nature of this approach means that a change requested in one particular phase might affect the work completed in other phases. For example, if we are currently working on Phase 4 and you request a change that impacts Phase 1, all phases will be impacted. We do not want to discourage you from requesting changes to improve your training, but please remember that seemingly minor changes often impact the time and money budgeted for the project. Strive to make committed decisions at each phase.

## **Indicate Approval After Major Phases**

During the project, LTT will ask HCC to provide approval of major project deliverables. Approval is required before and after these four major project phases.

- Analysis and planning
- Design
- Development
- Implementation

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## Project Phases

Training projects include the following major phases:

- **A**nalysis & Planning (Phase 1)
- **D**esign (Phase 2)
- **D**evelopment (Phase 3)
- **I**mplementation (Phase 4)
- **E**valuation (Phase 5)

Our experience with online training and instructor-led discussion program development has helped us identify critical decision points that shape each project phase. The following table briefly describes what to expect during each project phase. It outlines LTT’s responsibilities, the deliverable that results from each phase, HCC’s responsibilities, and the potential change impact.

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<b>1 Analysis &amp; Planning</b>	<b>LTT’s Tasks</b> Through interviews with the HCC team and reviews of existing written materials, LTT determines users’ needs, wants, skills, and workflow. We evaluate the individual goals, corporate goals, and the requirements for the online training course.  <b>Deliverable</b> LTT delivers an updated <b>Project Plan</b> that defines the online training course requirements, specifications, contents, structure, and delivery, as well as an updated project schedule and cost estimate. This document drives all other phases in the project.  <b>HCC’s Tasks</b> <ul style="list-style-type: none"><li>▪ Ensure all key players supply input.</li><li>▪ Ensure the project schedule fits HCC’s schedule.</li><li>▪ Carefully read the project plan and suggest any changes within the timeline submitted by LTT.</li><li>▪ Approve the Project Plan.</li></ul>
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**Potential Change Impact**

Changes to the project are acceptable during this phase. However, keep in mind that significant changes may require significant revision to the project plan.

Any changes to the training requirements, specifications, contents, structure, and delivery should be made before approval. Changes made after approval will require a review of the project plan and may require revisions to completed work. Changes may also impact the schedule and cost of the project.

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**2 Design****LTT's Tasks**

LTT determines how the user interacts with the training and creates an overall design for the project deliverables. We identify the types of information in the training, and create a template that presents them in an intuitive way to best match user needs, experience, and workflow. Additionally, LTT determines how to best present the content within the context of the delivery method (online, ongoing or instructor-led) to ensure that the training is effective. This includes how the content is organized, what type of multi-media is used, the type of learning activities that will be implemented to reinforce the content and other design considerations.

**LTT and HCC joint task**

LTT and HCC will determine what logistical planning is needed for deploying the online course and conducting instructor-led discussions.

**Deliverables**

Online: LTT first delivers at least two **styles** for you to choose from. We then deliver an **interface design and navigation prototype** that illustrates the look and feel of the training, the learning approach, and the students' navigation through the course.

Classroom: LTT delivers templates for each type of deliverable, possibly including a training manual, agenda, PowerPoint presentation, student feedback form, and more.

Instructor-led Discussion: LTT delivers an outline of the

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discussion topics.

Ongoing Training: LTT delivers a template for each of the ongoing training deliverables.

Logistics outline with responsibilities for LTT and HCC.

#### **HCC's Tasks**

- Make sure that the stakeholder team carefully reviews the presented styles, choosing one. This will be handled during a weekly review meeting between LTT and HCC.
- Make sure that the stakeholder team carefully reviews the prototype and suggests any changes within the timeline agreed to by HCC and LTT.
- Approve the prototype.

#### **Potential Change Impact**

Changes to the interface design and navigation or the content templates might impact the development of the entire course. Before you indicate your approval of these designs, make sure that the fonts, colors, and layout of the pages meet your approval and will not need to be changed.

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### **3 Development**

#### **LTT's Tasks**

LTT creates scripts, storyboards, multi-media and graphics and assembles them into the project deliverables. The course is tested internally and piloted and the content is further shaped by client feedback.

Online: LTT writes the training content and assembles the course based on the prototype.

Instructor-led Discussion: LTT prepares the questions and scenarios to discuss.

Ongoing Training: LTT creates, assembles, and tests the ongoing training deliverables.

*Note: LTT may provide a separate development timeline for the ongoing training since it will be implemented after the Online training and Instructor-led Discussions are complete.*

#### **Deliverable**

Online: LTT delivers course **storyboards** followed by the

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**course content.**

Instructor-led Discussion: LTT prepares questions to guide discussion.

Ongoing Training: LTT delivers an example of each of the ongoing training deliverables.

**HCC's Tasks**

- Ensure that the stakeholder team including SMEs carefully reviews the storyboards and/or documents and provides feedback within the timeline submitted by LTT.
- Ensure that HCC attends the course pilot and provides feedback within the timeline submitted by LTT.
- Approve the storyboards.
- Approve all course content.

**Potential Change Impact**

At this point, only minor changes to the course content are allowed. Any changes to the course design and navigation will require significant revisions and additional time and cost.

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**4 Implementation**

**LTT's Tasks**

LTT makes online course available for HCC employees to take.

LTT conducts instructor-led discussions.

**Deliverable**

LTT delivers the **final training course** and **supporting materials**, as outlined in the project plan.

**HCC's Task**

HCC is responsible for employees taking the online course and participating in the instructor-led discussions.

**Potential Change Impact**

At this point, requested changes should be noted for analysis and revision prior to future implementations.

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**5 Evaluation**

**LTT's Tasks**

LTT evaluates the course as follows:

For Comfort and Knowledge during online course

For Performance changes three months after course completion

For Incident comparison one year after course completion.

**Deliverables**

LTT provides reports on results and recommendations after each of the three evaluations.

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