

TRIAGE TRAINING group

“Get with the Channel Partner Program”

QuickStart your Channel Partner Training & Certification program. *“Get with the Channel Partner Program”* is a suite of services — “opt in” engagements delivered in phases. TriageTraining believes the best way to get going with learning solutions is to, well...get going! When you *“Get with the Channel Partner Program”* we promise 3 things:

- **No Surprises** — All of our “Get with the Program” solutions are fixed price. Some are Flat Fee, some are worksheet pricing with binding estimates. With our worksheet pricing, you control costs by scoping projects to your budget.
- **Freedom & Control** — Get a “No Fault” divorce at any milestone during the engagement. Our deliverables include all source code. Courses delivered by TriageTraining are authored in commercially available tools and are not “locked down” with proprietary scripts or development platforms. Standard courses, wizards and templates are yours to modify and enhance...no strings.
- **Free Tools** — As a “leave behind” in every engagement, you’ll get applications, templates, checklists or methodologies to use royalty free whether we work together again or not.

Phase 1 — **The Playbook** is your starting point. It includes:

- Flat fee + travel
- 2 Solutions Designers on site for minimum of 3 days.
- Meetings, interviews, content review and write up.
- Findings presentation

Phase 2 — **PowerPoint Learning**:

- Fixed price + travel. Scope the services to fit your budget. No dough? = Small show!
- Convert existing powerpoint shows into learning sessions and storyboards.
- Includes subject matter expert interviews, content analysis, learning objectives, spot checks, assessment instruments and web conversion
- Train groups via web sessions and conference calls as affordable first step to full online learning.

Phase 3 — **Working Prototype** :

- Flat fee + travel.
- 30 day/60 day/90 day services package. 30 Day package converts 1, 60 Day package converts 2, or 90 Day package converts 3 hours of classroom instruction to online course/s.

Phase 4 — **Learning Space**:

- Full-blown learning solution offering the best in strategic consulting, design and production.
- LMS/Courses/Competency Modeling/Personalized Learning/Online Resources/Communities of Practice/Access to Mentors/Team exercises

Contact: Sales@TriageTraining.com 210.680.8392

Learning Solutions for Business Problems

“Nothing More ... Nothing Less ... Nothing Else”

<http://www.TriageTraining.com>

Playbook 4.0: “Get with the Channel Partner Program”

The Playbook is designed to fast track your Channel Partner Training Program. It, like all our services, keeps our promise of:

- **No Surprises** — All of our “Get with the Program” solutions are fixed price. Playbook 4.0 is flat fee + travel.
- **Freedom & Control** — This engagement runs 2 weeks and involves a TriageTeam of at least 2 learning solutions designers. Get a “No Fault” divorce at any milestone during the engagement.
- **Free Tools** — As a “leave behind” in every engagement, you’ll get applications, templates, checklists or methodologies to use royalty free whether we work together again or not. Trainersoft Express ver. 7.0, is included in every Playbook engagement.

The Playbook is your starting point. It includes:

- Flat fee + travel.
- 2 week engagement. 2 Solutions Designers on site for minimum of 3 days, 5 days offsite writeup.
- Findings presentation covering these topics:

Background:	TriageTraining will work closely with your team to better understand your learning challenges and successes as they relate to business strategy.
	Description of current organizational situations including impact to learning strategies and success factors.
	Relevant core business objectives
	The context of the learning
Content:	TriageTeams and client define and maximize current resources and learning delivery methods.
	A high level overview of the content (including ideas for natural breaks, "chunks", etc.
	The current learning state
	Offensive Plays
	Defensive Plays
Performance Requirements:	What does the performance require? What are people expected to do as a result of their new knowledge? What tools and support mechanisms do they have available to help them perform better?
	Current learning conditions/status
	Depth of knowledge/understanding required
	Performance support information and tools
	Offensive Plays
	Defensive Plays
Change Requirements:	Identify the scope of the change based on the new understandings and prepare for transfer into the workplace.
	Change requirements have more to do with the expected outcome of the learning rather than the change to the organization based on the delivery of the information.
	Individual: task, behavioral, attitudinal
	Organizational: roles and responsibilities, structure, etc.;
	Offensive Plays
	Defensive Plays

Playbook 4.0: “Get with the Channel Partner Program”

Audiences:	Identify specific stakeholder groups along with the knowledge transfer required for their specific organizational roles.
	Appropriate stakeholder groups (channel partners, customers, vendors, employees, etc.) and appropriate titles with the stakeholder groups (executives, sales, technical, customer service, etc.)
	Typical participant/learner characteristics, if appropriate
	Offensive Plays
	Defensive Plays
Technology:	Status of current technology resources and capabilities, identify impacts to existing system and outline best practices.
	Organizational capabilities and technology uses
	Offensive Plays
	Defensive Plays
Recommendations:	Learning Strategy/Learning Interventions based on review of organizational background, content, knowledge transfer/performance requirements, change requirements, audiences, and technology against the backdrop of current and proposed business strategic objectives.
	Learning/Training options to meet business objectives
	Other appropriate/necessary interventions to implement change
	Offensive Plays
	Defensive Plays
Internal Marketing:	Although corporate “buy-in” is essential for a successful learning program (and TriageTeams will assist in constructing persuasive presentations to Executive Sponsors and Management), the marketing of the program does not end with budget approval.
	Adoption of new learning methods and processes by stakeholder audiences requires constant attention to the needs of the learners. Their buy-in and use is the key success factor in any learning intervention.
	Getting resources and support
	Benefits relative to core business objectives & strategies
	Triage advantage – time, cost, quality
	Offensive Plays
	Defensive Plays
Conclusions and Decision Considerations	TriageTeams outline “next steps”, review potential “potholes” facing your organization’s rollout of a blended learning strategy and review the basic conclusions: Where are we? Where do we want to go? How do we get there? How do we know when we have arrived?
	Matrix Visual (Matrix of Change Tool) - Existing/Target activities as they impact success of the learning initiative.
	Next steps

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PowerPoint Learning: “Get with the Channel Partner Program”

PowerPoint Learning is designed to produce a useable online learning session. Why start from scratch? Your "library" of powerpoint presentations may be just the content you need (reworked and repurposed for online courses) to get going.

Based on the size of the show, TriageTeams can work within anyone's budget. Small budget? Cut down the number of slides. (No cheating and using 9pt. type!). The purpose of this phase is to begin the actual process of turning information into instruction. (No learning objectives were hurt or maimed in the production of the lessons).

It, like all our services, keeps our promise of:

- **No Surprises** — All of our “Get with the Program” solutions are fixed price. PowerPoint Learning is Worksheet Pricing + travel.
- **Freedom & Control** — This engagement’s time frame is based on the number of slides to be converted. Get a “No Fault” divorce at any milestone during the engagement.
- **Free Tools** — As a “leave behind” in every engagement, you’ll get applications, templates, checklists or methodologies to use royalty free whether we work together again or not. Trainersoft Designer ver. 7.0, is included in every PowerPoint Learning engagement.

PowerPoint Learning includes the following:

Once we receive your slides, we "walk" through the presentation with your subject matter experts.	
Always a lively exchange, we ask questions about how the information is used, who uses it, what they arrive knowing, etc.	
We then recompile the slideshow, add instructional elements like learning objective, spot checks, case studies.	
This phase is not designed to provide full self-service online learning. It does provide a course that works well for distributed students who are led through the new session by an instructor via a conference call training session.	
These slides will become the "storyboards" of the final online course. All materials are repurposed.	
We compile into courses with navigation elements and you can send it to any web hosting environment you desire.	
PowerPoint Learning: IS	PowerPoint Learning: IS NOT
Linear static content	Individualized paths
Questions are used to engage learner in the content and for self testing.	Questions do not give individualized feedback. Topic Check does not report scores or competency.
Based on the Powerpoint file submitted for Binding Estimate	Based on new content.
Based on existing objectives.	Based on new objectives.
Working with the pre-identified Subject Matter Expert (SME)	Multiple SMEs or change of designated SME after start date.
Availability of Client SME(s) for content clarification, review and sign-off.	Changes to content after SME review, or additional content (without a contracted agreement for additions).

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Working Prototype: “Get with the Channel Partner Program”

Here's how the Working Prototype sessions work: Instructor-led classroom instruction is ported to online course/s. Depending on the session length selected (30/60/90 Day), conversion of a minimum of 1, 2 or 3 hours of training. That's our minimum guarantee. Actually, we'll get as much as possible beyond that as well.

We work with your teams. Mentoring them on the job vs. sweeping down from heaven. You get intensive instructional design and content analysis boot camp.

Adult learners are different. Your training teams work with our world-class designers to lay out courses appropriate for your organization and its stakeholder groups.

- **No Surprises** — All of our “Get with the Program” solutions are fixed price. Working Prototype engagement is Flat Fee + travel.
- **Freedom & Control** — This engagement's time frame is based on the number of days in the engagement. Get a “No Fault” divorce at any milestone during the engagement.
- **Free Tools** — As a “leave behind” in every engagement, you'll get applications, templates, checklists or methodologies to use royalty free whether we work together again or not. Trainersoft Professional ver. 7.0, is included in every Working Prototype engagement.

Working Prototype may include all or some of the following services:

Adapting, developing and/or modifying competency models, registration requirements, etc.
Developing assessment tools data structures.
Developing a case studies and tools database to support the use of collaborative tools in both face-to-face and virtual settings, and for both individual and group work.
Producing scripts.
Producing navigational elements.
Developing pop-ups.
Integrating digital files.
Specifying and creating art, animations and illustrations for the platform's deployment.
Specifying and creating interaction, collaborative and case tools needed to support the platform.
Creating and integrating photographic, audio files (and video files if used).
Writing HTML, Java, Javascript and CGI code to facilitate instructional interactions.
Constructing data tables, and other components needed to construct the programs themselves.
Developing an online help tool to support the performance needs of users.
Developing an online tutorial for the program.
Compiling files in master application.

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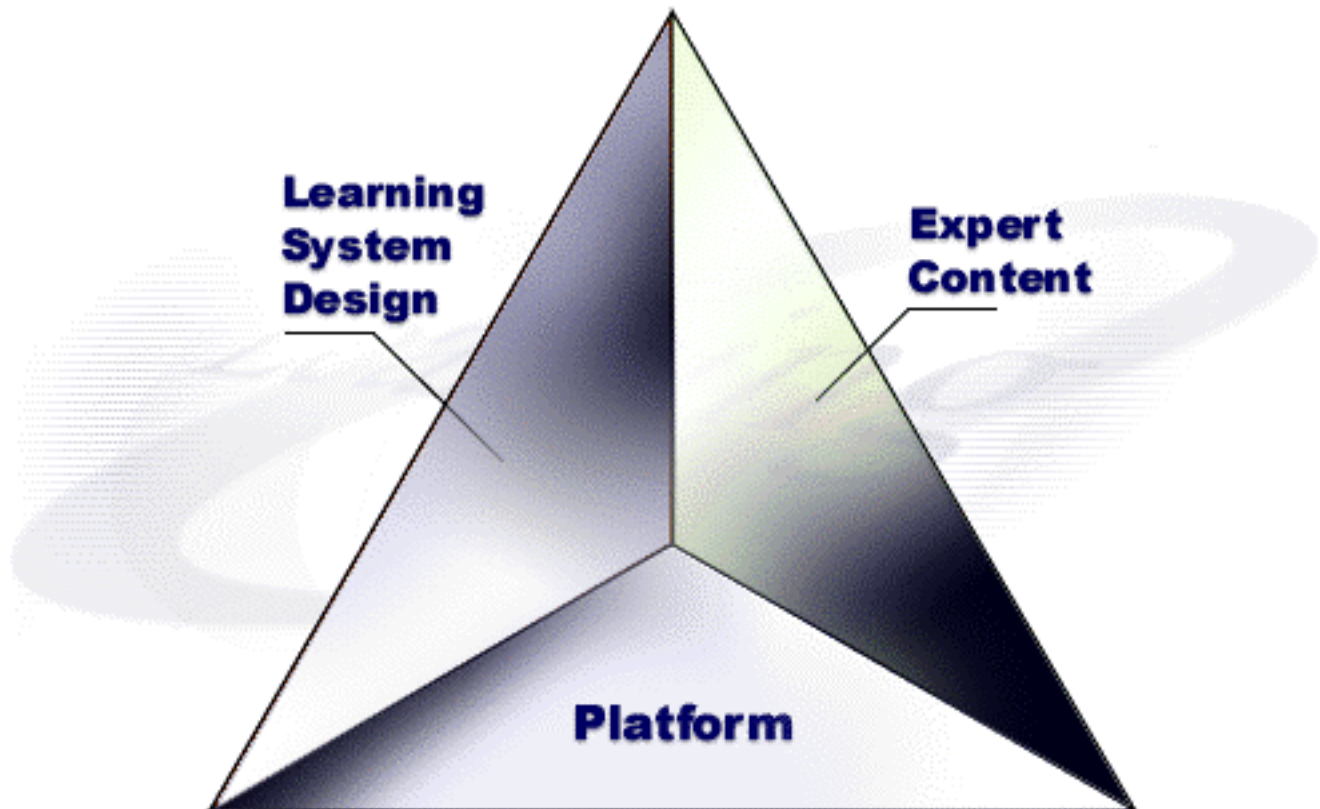
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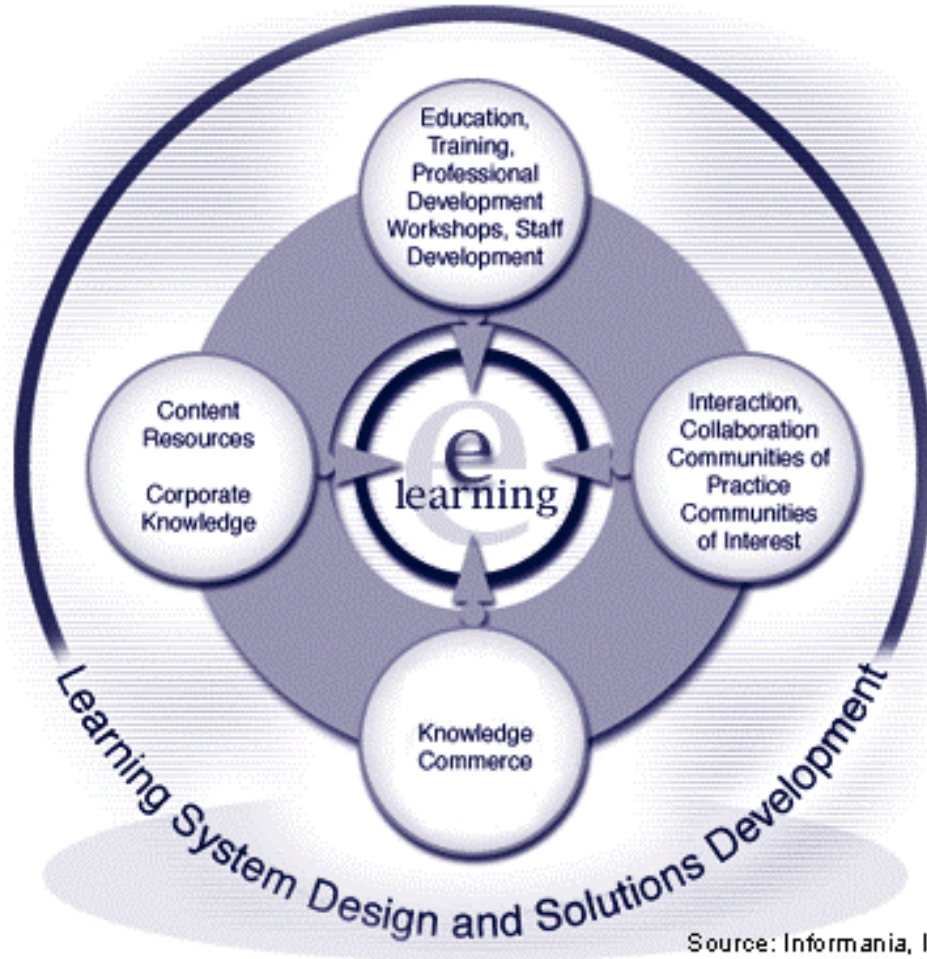
Learning Space: “Get with the Channel Partner Program”

The final phase of a “Get with the Program” engagement is a Learning Space. Of all learning solutions, a Learning Space is the most complex to design, produce, and maintain. A Learning Space may include learning solutions unique to the organization (custom content and courses) and 3rd party course titles — “Standard” or “Catalog” courses and learning resources purchased from vendors for things like PC skills (MS Word, Networking Basics, etc.), business skills (Conducting effective meetings, etc.) or industry-specific skills (continuing medical education, compliance training – OSHA, etc.).

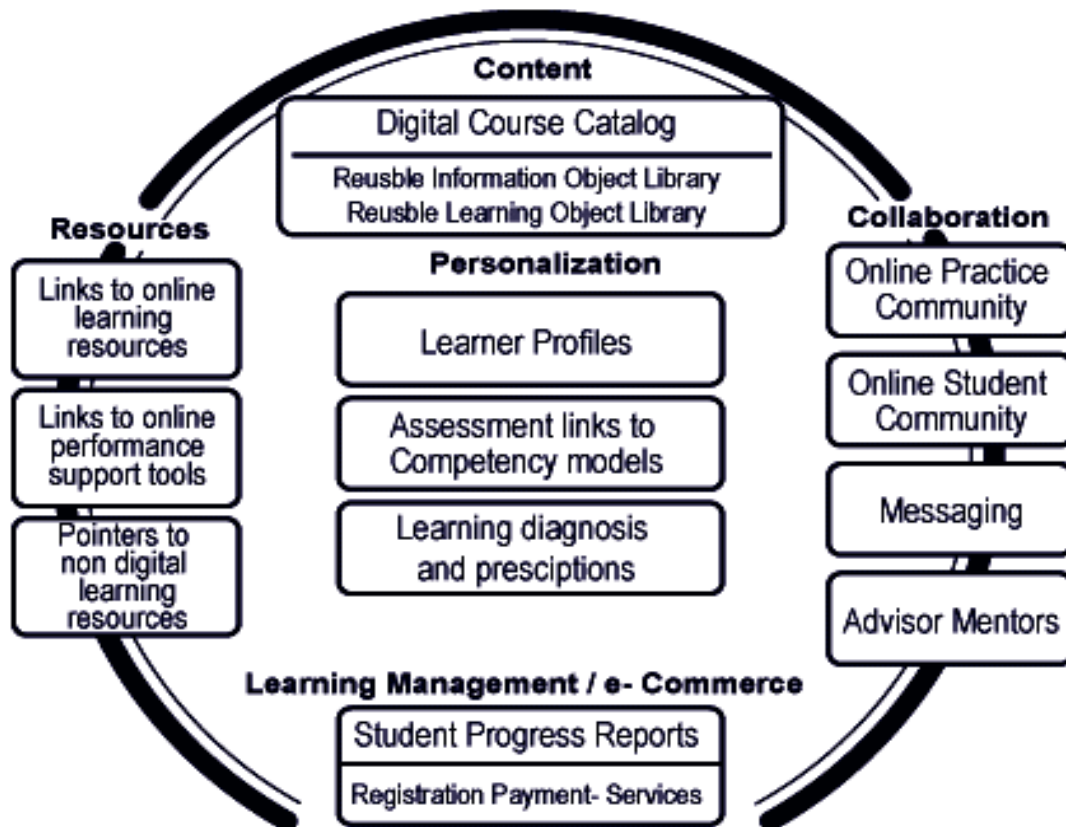


Components of a Learning Space

The following pages offer views of Learning Space components. Suffice to say that the commitment to delivering a Learning Space is not a trivial decision. The resources and requirements of delivering this web-based system are complex.



Learning Space from 50,000 feet



Learning Space from 10,000 feet

This diagram is actually a Performance Improvement Environment. More robust than a Learning Management System, it includes unique characteristics of being performance and learner centric vs. a "step and fetch it" course delivery/student registration/transcript manager. It gives a good idea of the power of a solution that includes aspects of learning AND performance.

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