

*“We Help  
Put America  
Through  
School”*

## ***SFA University Learning Consultant Role Description***

January 30, 2002

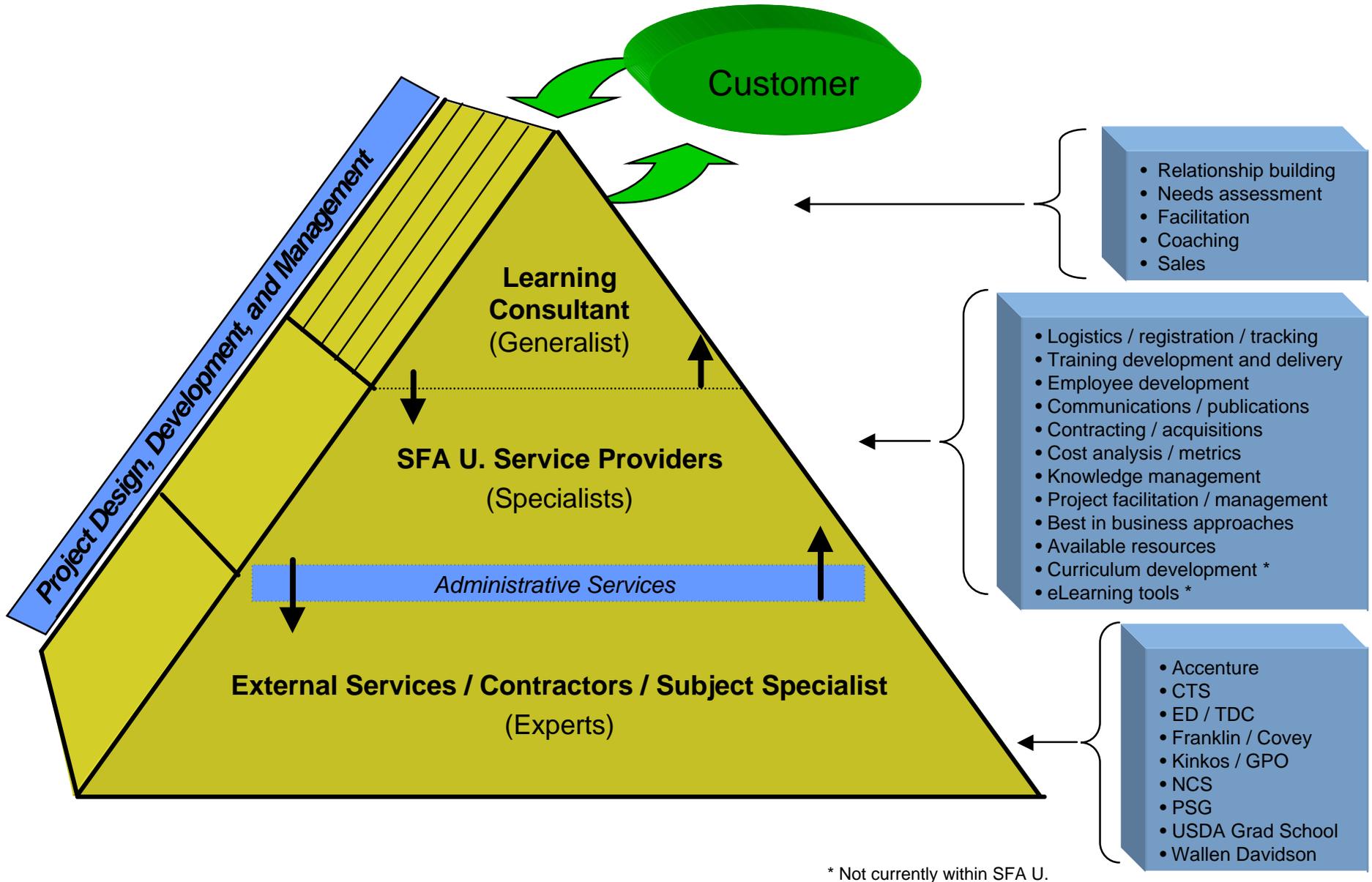
### **The learning consultant role description includes:**

- Learning consultant overview illustration
- Roles and relationships
- Learning consultant development phases
- Estimated deployment timeline and workplan

### **Fundamental learning consultant goals:**

- Develop and maintain relationships with teams within SFA to determine their learning needs
- Recommend approaches/solutions to address learning needs
- Gather feedback on selected learning products and services

# Learning Consultant Overview



\* Not currently within SFA U.

# Roles and Relationships

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## Learning Consultant

- Provide link between SFA U. and channels/business units
- Identify employee or team needs and offer appropriate solutions
- Understand SFA University offerings and their applicability throughout the organization, particularly in assigned areas
- Manage relationships and “accounts” with teams/areas
- Know processes involved in delivering SFA U. services
- Serve as customer relations representative, communicating SFA University’s offerings to other areas within SFA



## SFA University Service Providers / Specialists

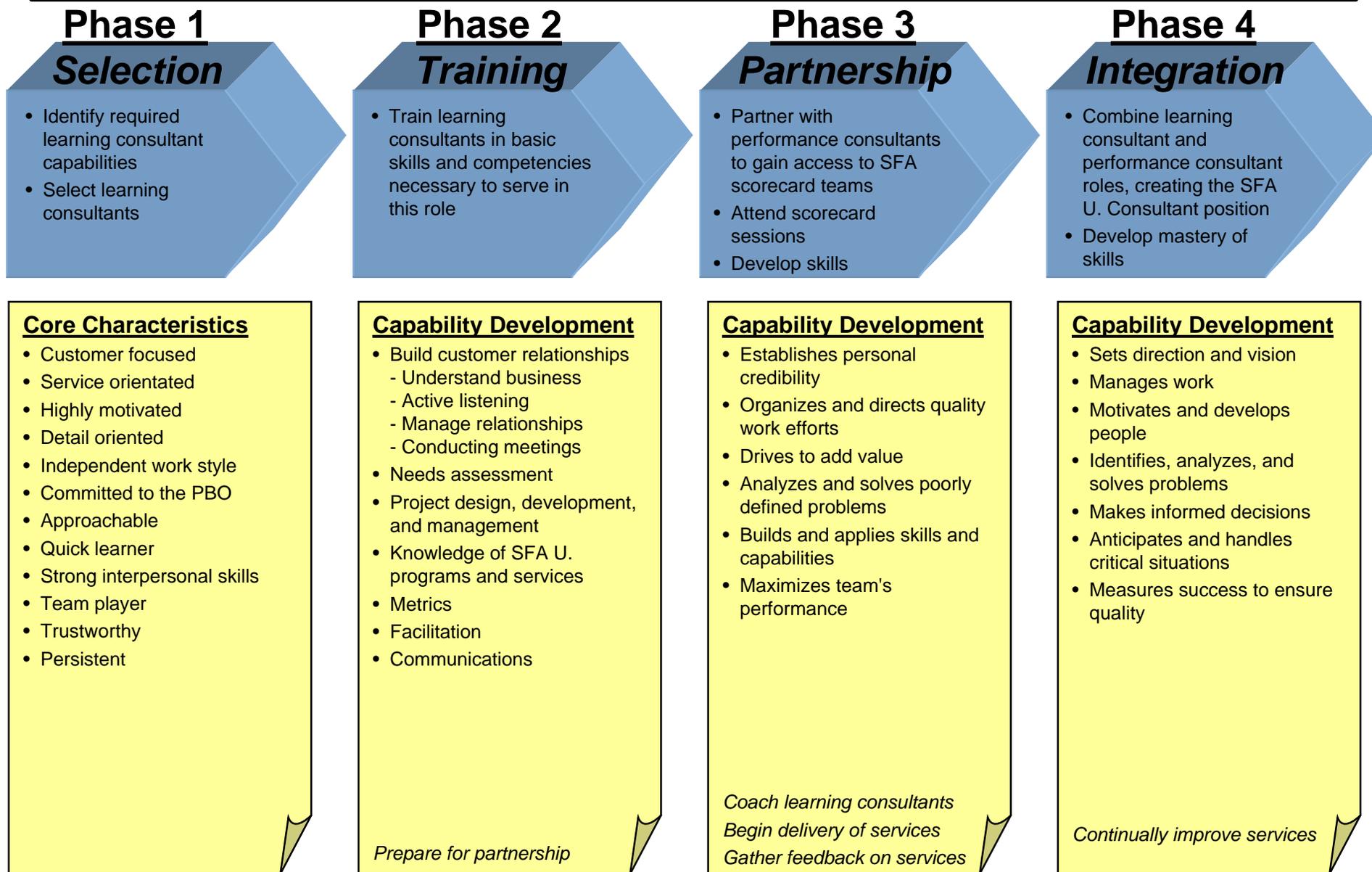
- Provide specialized knowledge or experience to learning consultants and their customers
- Determine which capabilities and services will best address the customers’ needs
- Arrange for expert’s participation in activities, as necessary



## External Services / Experts

- Offer knowledge or expertise outside the scope of SFA University
- Assist in the design, development, and/or delivery of performance support and solutions

# Development Phases



# Estimated Deployment Timeline

