

1. Learning Consultant Capability Development

Team Lead: TBD

Purpose: Define the capabilities required and services provided by the Learning Consultant. The Learning Consultant will serve as a liaison between SFA University and the Channels/Enterprise Units through whom SFA University products and services will be developed, deployed and improved. For example, if SFA University were to support the Schools channel in completing a needs assessment, the Learning Consultant assigned to the Schools channel would deliver the expertise and tools offered by SFA University.

Scope:

- Confirm scope of Learning Consultant role, including tasks and deliverables
- Identify SFA University services to be delivered by the Learning Consultant
- Develop working and reporting relationships for the Learning Consultant within SFA University and the channels/enterprise units
- Identify skills required by a Learning Consultant
- Create a skill development plan for an individual to develop the skills necessary to perform the Learning Consultant role
- Develop performance metrics to validate the impact of the Learning Consultant for both SFA University and the channels/enterprise units
- Implement the Learning Consultant role

Notes: Existing materials around the Learning Consultant role will be used and updated.

2. Learning Tracks/Curriculum Map

Team Lead: Sarah Babson

Purpose: Compile internal curriculum to align performance offerings with specific skill needs. These curriculum segments can then be applied to create Learning Tracks which provide targeted training by employee segment. These Learning Tracks are required for the LMS to effectively provide focused training recommendations.

Scope:

- Identify training segments (core, functional, professional, job-specific, etc...)
- Identify performance segments (department, grade, etc...)
- Develop process for mapping training offerings by training and performance segments to create “learning tracks”
- Pilot process and create Learning Tracks for one SFA enterprise unit (e.g. SFA University or HR)
- Develop deployment plan for rolling out the process to other SFA channels/enterprise units

Notes: Existing skills catalogs will be used to identify training and performance segments.

3. Delivery Cost Assessment (external training)

Team Lead: Midge Hunt

Purpose: Compile delivery costs information and recommend opportunities to significantly reduce costs to deliver the same training content to external customers. The Channels are the primary beneficiaries this effort and would participate in the analysis. For example, courses with low content complexity, high volume of participants, and frequent course sessions are very expensive to deliver in a traditional classroom format.

- Develop model for compiling and analyzing costs*
- Complete cost model using existing information and through follow up discussions with those employees who coordinate the delivery of training

- Identify cost savings alternatives for “quick hits” identified*
- Leverage survey and measurement materials (see below) to project ROI
- Develop guidelines to be used by future training development efforts to minimize delivery costs

Notes: Existing SFA Annual Training Report will be used as primary source. Tasks with “*” above are partially complete.

4. Survey and Measurement Capability

Team Lead: Sarah Babson, Vicki Wilson

Purpose: Develop processes and tools to measure the effectiveness of course offerings. Course feedback and measurements are critical to confirm the value of training offerings and identify the need for improvements. By developing a survey and measurement capability, the processes and tools can be reused across most training offerings.

- Identify measurement objectives
- Select metrics and measurement tools (survey, studies, etc...)
- Develop measurement processes
- Develop templates and samples for measurement tools

Notes: Union support may be required to implement the measurement tools once developed.

5. Learning Circle

Team Lead: Anne Teresa

Purpose: Develop the Learning Circle as a framework for SFA University services and operations. This framework represents the relationships among SFA University services (delivery, development, needs assessment, measurement, etc...). Many of the services represented by the Learning Circle will be deployed to the Channels and Enterprise Units by the Learning Consultants.

- Identify major steps in the framework
- Identify sequence, dependencies and relationships among the steps in the framework
- Identify roles, processes, tasks, deliverables and tools used by each step in the framework
- Develop communication tools to present the Learning Circle to SFA
- Identify process for continuous improvement process to refine

Notes: Development of the detailed processes, tasks, deliverables and tools will not occur at this time but will be developed and packaged as needed allowing the Learning Circle to evolve with minimal up-front investment.

Other Opportunities

The following are other related opportunities which are in progress or already planned:

- Career Zone
- PDP
- Process Team
- Management Development
- LMS Phase 1
- TDC partnering