

Professional Development - Our Process



Everything starts by establishing aligned purpose, goals and messaging to ensure internal engagement. We structure everything around outcomes and organization growth.

Assess & Define Vision, Values, and Goals	Operational Alignment (<i>People, Process, Technology</i>)	Integrate Vision and Purpose	Program Development	Execution
Description of Activities				
<p>Define opportunities, outcomes, & shared metrics:</p> <ul style="list-style-type: none"> Assess current situation Identify business initiatives & desired goals Identify KPI's (leading indicators) Quantify financial opportunity Identify lagging indicators Define shared metrics <p>Key deliverables*:</p> <ul style="list-style-type: none"> Summary of findings Outline structure of programs/desired skills Identify blended learning options 	<p>Validate understanding: site visits, focus groups & on-job observations:</p> <ul style="list-style-type: none"> Conduct "inner-views" to understand and gain insights from your leaders, your supervisors, and your staff Establish common language Identify gaps Technology assessment Review development & communications process <p>Key deliverables*:</p> <ul style="list-style-type: none"> Summary of findings Refine & adjust Review LMS options 	<p>Positioning & brand promise:</p> <ul style="list-style-type: none"> Values Tone Desired skills Branding guidelines Internal communications campaign Identify 3-5 "ambassadors" to integrate with TCG team <p>Key deliverables*:</p> <ul style="list-style-type: none"> Communications strategy & plan Ambassador development plan Architectural plan 	<p>Creative planning & engagement design:</p> <ul style="list-style-type: none"> Conceptual development Copywriting 3 client revisions Obtain facilitation schedules/logistics <p>Key deliverables*:</p> <ul style="list-style-type: none"> Program material finalized & approved Job aids/quick cards Define & outline blended learning (LMS) needs with timeline 	<p>Develop & deploy: turn analytics into actions and behaviors:</p> <ul style="list-style-type: none"> Train the trainer Pilot launch Surveys Refine & adjust (if needed) Full launch <p>Key deliverables*:</p> <ul style="list-style-type: none"> Facilitation/delivery Post delivery summary Follow up plan LMS support outline
▶ *week 1	▶ *week 2 & 3	▶ *week 4	▶ *week 5 & 6	▶ *week 7+

Sustainment (*Follow Up & Measure*)

Description of Activities

<p>Measure and calibrate to continually strive for continuous improvement. Incorporate blended learning (LMS):</p> <p>▶ *On-Going</p>	<ul style="list-style-type: none"> Measure against org. goals/shared metrics Evaluate across platforms: financials, learning & growth, and performance Establish continuous feedback loop to realign 	<p>Key deliverables*:</p> <ul style="list-style-type: none"> Conduct follow up progress meetings Identify gaps/areas of opportunity Continue ambassador & trainer development to strengthen support
--	---	---