



Corporate Fact Sheet

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Process-Centric Learning and Knowledge Support

Process-centric learning and knowledge support are the newest ways of ensuring information and instruction when and where they are needed in the work process. It means that **the process becomes the curriculum**. It is real-time information and instruction on business processes and procedures necessary to accomplish work. Rather than sending the worker outside of the process, the necessary help is built into the process and is accessible as needed. When knowledge support includes the opportunity to ask for guidance, it becomes an invaluable part of an organization's business processes.

It's no longer enough to offer training courses, even when they are on-demand or 'just-in-time.' To impact productivity, specific information and/or instruction must be embedded and accessible within the work process itself for people to use when they need it. This knowledge support must be adaptable, tailored to specific job roles, people, and work processes. In addition, it must allow for the capture of new knowledge in order for an organization to benefit from people's experience and knowledge.

By starting with the business process, considering the specific job role within the process, and the need to break content into smaller, reusable bits, Triage consultants are able to identify specific information (and instruction when appropriate) and optimal intervention points so that support and training is readily available to the workforce. By using a learning object-based strategy, the content becomes portable and reusable within a business process and/or an organization. By working with managers and internal trainers, Triage consultants help your organization develop the capability to design and develop your own process-centric and knowledge support systems.

Performance and Learning Solutions

Learning design and web-based interaction working together are the foundation for powerful performance support and learning interventions. Process-centric learning and knowledge support are essential to peoples' ability to effectively use information in their working environment. By embedding the information and instruction within a work process, knowledge is accessible without having to leave the task to obtain it. With the explosion of information and access tools, this ease of access and integration with "knowledge support" is critical to timely performance in today's businesses.

While each product, program, or system we design and implement draws on the same core methodology, each effort and outcome is unique. This uniqueness depends upon your organization's goals, desires, target processes, audience, and users, the elements or functionality that you are interested in offering to your users, and the content that the program, product, or system will offer. From our experience, we have developed a systematic process for organizing and managing these efforts. Triage Training Group serves our clients by developing learning solutions that solve performance issues, support business opportunities, and serve training needs. Some examples of our capability include:

Knowledge Worker Exodus Solutions – information and instruction based on a business process and its participants' requirements. Includes content in a format that is accessible and reusable when and where needed as well as knowledge transfer via active coaching.

SmartSystems – support for the business process owner, process participants, and those responsible for an organization's policies, procedures, and processes. By embedding learning in work procedures, SOPs and policies, separate classroom instruction is not needed. These systems can also include acknowledgement of the policy or procedure as well as certification of understanding and comprehension.

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Technology Adoption Programs – Microsites that facilitate the adoption of new technologies by your workforce (or, if you are a technology provider, the workforces of your clients). Our approach addresses key issues for successful adoption of new technologies and the changes to how work is performed that result from adoption of new software, hardware or equipment.

Knowledge Worker Exodus Program

For many in today's business environment, the reality of competitive advantage is in the knowledge worker. Another reality is that an organization's best and most capable workers are also attractive to the competition. While it may not be possible to keep these key employees, keeping the knowledge and the skills that these workers have is critical for continued business growth. Triage's knowledge worker exodus program can help ensure that your business has this knowledge in a way that others can use it.

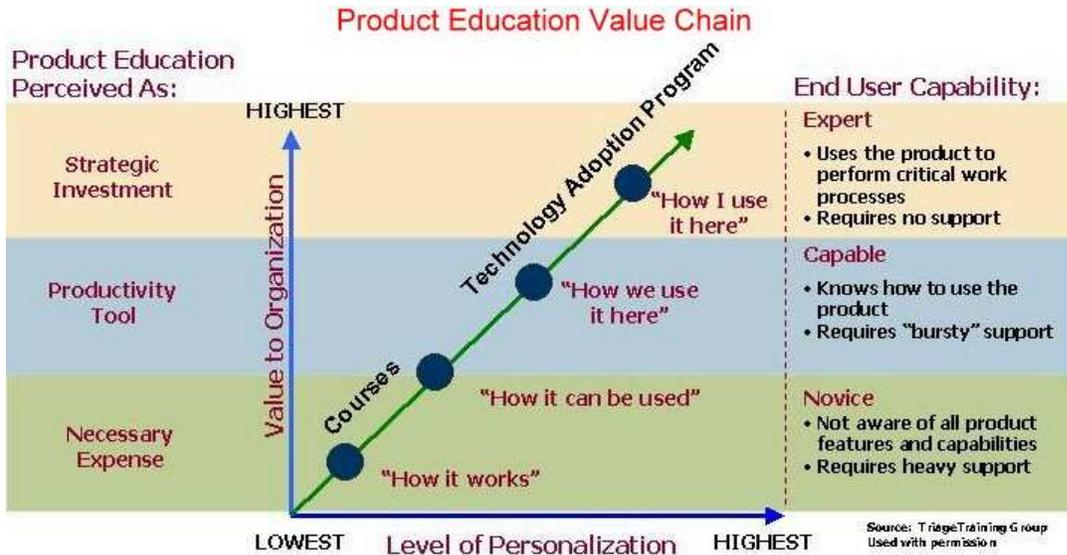
Triage's knowledge worker exodus program includes a series of interventions and software tools to help you make the best use of your organizational knowledge. We identify and harvest top performer's special knowledge from a process, then organize and manage it within the process, coach your managers for maximum usability, and help determine how the current social network configuration facilitates the spread of knowledge and skill. This program is helpful for new employees, to quickly get up to speed, and for more seasoned workers when they can benefit from a booster.

SmartSystems

SmartSystems (TM). SmartSystems focus on the business process owner, process participant and workflow, not on the trainer, training department and course. SmartSystems are application suites that include "**SmartPolicy**," "**SmartProcedure/SOP**," and "**SmartProcess**" components. These are not course delivery systems, we leverage existing Learning Management Systems (LMS) in your organization.

- The **SmartPolicy** component is a policy training add-in that lets those with policy writing responsibility and process owners with policy training responsibility combine training with policy reading and acknowledgement. SmartPolicy is an adjunct to course-centric learning. It combines policy reading and acknowledgement with units of instruction. It credits employees with policy training and can pass completion info to corporate LMS. With SmartPolicy, clients embed "SmartLinks" into corporate policies.
- **SmartProcedure/SOP** components are a procedure training add-in that allows those with procedure writing responsibility and oversight combine training with procedure reading and acknowledgement. SmartProcedure can be initial training for those new to the process or role or can provide performance support to those already performing the procedures. With SmartProcedure, clients can embed SmartLinks into their regular documentation.
- **SmartProcess** components are the performance support system for processes that have nothing to do with using software (such as those screen cam/desktop keystroke capture offered by others). The **SmartProcess System** may have "editions" dependent on our SME relationships, and the System's actual reference models are the intellectual property of our clients or industry expert partners.

Technology Adoption Programs



The Technology Adoption Program's solution space is the gap between product knowledge gained in class and process know-how gained on-the-job. Technology Adoption Programs connect product training events with process-specific technology use through personalized "High-Touch/High-Tech learning experiences and user communities of practice.

Mission: Provide next generation customer education that expedites adoption of a vendor's technology within their customer organizations.

Summary: Product training courses are "required but insufficient" in meeting customers' education needs for personalized, self-directed, collaborative, on-demand product knowledge. Classes are focused on "How it works" while customers increasingly demand process-specific and job-specific education, "How we use it here" and "How I use it here." T.A.P is the "next generation" in product and customer education.

"Advanced Consulting Services"

Training Portfolio Management: Organizing and managing multiple training initiatives is an advanced skill. In fact, being a power user of project management software will only minimally impact the successful management of multiple training initiatives. The skills needed for managing training portfolios include knowing how to compete for resources to meet enterprise strategic objectives, how to set priorities based on parameters defined at the corporate level, how to help executives understand the portfolio, working with stakeholders in other corporate functions, assuring that the users will use the system effectively, and more.

eLearning Project Acceleration/Restart/Turnaround/Triage: As many clients are aware, elearning projects often have trouble living up to the expectations. By assisting clients in all facets of the elearning project, clients can realize better outcomes. **Acceleration** simply brings the desired outcome on a more aggressive schedule, **Restart** combines 2nd Opinions with strategic tweaking, **Turnaround** successfully re-ignites a failing strategy and **Triage** is a life-saving (career-saving? project-saving?) intervention. Triage is experienced in project migration with proven ROI in a reasonable timeframe.

Knowledge Commerce: Often subject matter experts (SMEs) or owners of unique content (like publishers) long for ways to *monetize their intellectual property*. This leads them to the conclusion that building courses based on what they know will be a successful way of doing this. The eLearning landscape is littered with the carcasses of publishers and SMEs who successfully converted their content into courses yet failed to successfully harvest the promised returns. We offer expert coaching through hands-on efforts to accelerate your profits.

Transitioning Internal Trainers to Internal Performance Analysts: Often internal training and development departments need to transition to internal performance consultants. Making the leap from trainer to consultant requires new knowledge, skills and attitudes as well as internal marketing to guide changed expectations. A little guidance and mentoring from us will go a long way. We know how to mentor you to develop the processes and the people so that these transitions can lead to new values and perceptions of knowledge within the organization.

Our solutions often involve:

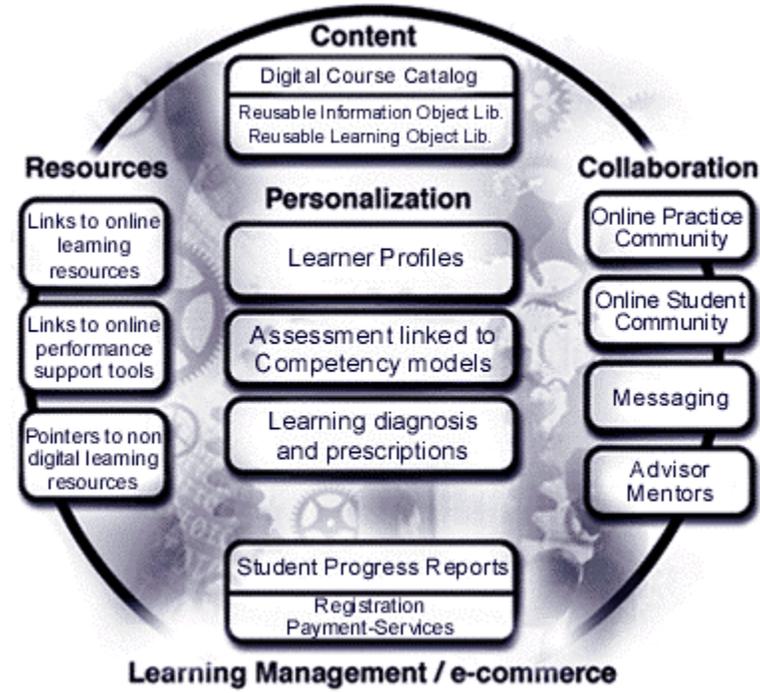
- **Learning Strategies/Strategic Learning Services — Strategic Consulting:** — Our clients rely on our consulting services to get their learning initiative started on a Fast Track. Triage Teams assist organizations in developing Performance and Learning Roadmaps and Implementation Plans, acting as trusted advisors to oversee the constellation of products and services that often goes into an e-Learning project
- **Organization Performance and Learning Environments — Learning Spaces/Performance Improvement Systems:** eLearning is NOT just online courses. The performance aspects of a system are central to its success in real world applications. Knowledge, skills, attitudes and motivation will seldom be developed and reinforced on the job using “shovelware”. We are experts in the required processes and programs to guide and support your eLearning initiatives.

Clients use our products and services to meet their corporate learning and professional development needs. We provide our clients with a personalized and productive experience that increases their performance and productivity. This results in an optimal measurable return on investment and higher user retention and satisfaction rates.

A Performance and Learning System is a virtual environment where a user can:

- Participate in learning, training, and professional development
- Obtain tools and resources for completing new and unfamiliar tasks within a work process
- Connect with advisors or mentors
- Network with other users and process participants

A typical Performance and Learning System has the following characteristics:



Source: Informania

Working with "TriageTeams"

Founded in 1996 as Tesseract Systems Group, a custom database development firm, we changed our name and reorganized the company around e-Learning and performance solutions in October, 2000. World-class talent enables Triage to deliver on its promises to clients and partners. In addition to our core group of associates and advisors from business, corporate training and health care, our network of learning solutions providers extends across all aspects of e-Learning, corporate training, adult learning, distance learning, performance improvement and compliance training.

TriageTraining works with business and industry, non-profit and for-profit organizations. Our capabilities include services from education designers, content analysts, solutions developers, learning psychologists, visual/graphics artists, technical writers, database analysts, web developers, programmers and support staff. We deliver a variety of services including designing and developing targeted education and training programs as well as producing online education resources.

Corporate clients engage our services because they are interested in increasing the efficiency and capacity of their operations and their employees. Much of our work focuses on designing and developing training and performance support systems that enhance worker effectiveness with a special emphasis on online delivery of both of these kinds of solutions. Triage associates' professional careers average 20 years and members of our team have worked with corporate clients, US and multi-national corporations in

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healthcare and industry, that include: Kaiser Permanente, Catholic Healthcare West, Monsanto, IPS, Dell, COPC, 3Com, Apple Computer, AT&T, Hewlett-Packard, Motorola, Novell, New Holland/CASE, Audiovox, Peerless, Fleetguard, Exide, KONDEX, Bob Clements International, Norwest Mortgage (now Wells Fargo) and others.

Management:

Becky Smith, - Founder and CEO – As the CEO and Founder of TriageTraining group, Becky provides the overall vision for the company. Captivated by the opportunity in e-Learning from her work with Informania and Viviance, Inc. as VP Health care Solutions, the strategic initiatives she launched in that global e-learning firm included developing Alliance Partnerships, and positioning e-Learning within multiple health care sectors. She worked in coordination with European health care groups in Germany, Scandinavia and UK, identified content partners and product opportunities in Disease Management, Education and Compliance Management and e-Detailing. Becky left Viviance and reorganized her consultancy, Tesseract Systems Group, repositioning it as an e-Learning company with the addition of the following talent:

Janet King, Ph.D. – Executive Vice President, Strategic Learning Services. Dedicated to exploiting technology in service of learning and productivity, Janet moves clients from concept to productivity by engaging with them in the development and delivery of TriageTraining's unique learning and performance solutions. Janet has several years' experience in training management, and her gift for explaining both the art and science of good learning solution design proves invaluable. Janet's memberships and certifications in internationally recognized organizations include: International Society for Performance Improvement (ISPI); Association for Educational Communications and Technology (AECT); American Association of University Women (AAUW); American Society for Training and Development (ASTD); Myers-Briggs Type Indicator (MBTI) Certification; Continuous Quality Improvement Facilitator Certification.

Josh Roach, Executive Vice President, Sales and Business Development. Josh is a seasoned corporate development executive with leadership, planning, and management experience in start-up, growth stage, and turn around companies. He has led early stage ventures, and advised businesses and venture groups. He has been involved with the development of early stage business applications and technologies for almost ten years, including roles at Parametric Technology and Net Perceptions where he led business development efforts in 1999 facilitating significant revenue growth from \$4MM to \$15MM/year/year revenues, enabling a subsequent and successful IPO. Before joining the Triage team, Josh lead corporate and business development efforts at Context Media--a content management start up, where he helped raise \$40mm in venture funding, developed and executed revenue growth strategy resulting in 155% year/year annual revenue growth, and crafted the corporate development plan for strategic acquisition. Josh serves on the BOD of Urge Media Inc.

Reesa Abrams – Vice President, Partner Relations. Reesa helps you install, manage, or migrate your learning infrastructure to maintain and grow your profit. She excels at integrating training content certification processes and information technology into manageable business systems with measurable user interaction and satisfaction. Reesa has many years' experience in the management of the implementation, integration, and correction of enterprise online technologies. Most recently she ran the learning practice for Technology Channels Group and her own practice in eLearning through Techno-Coach.com. She has worked with such companies as 3Com, HP, BEA, J.D. Edwards, NCR, NIIT, and Macromedia producing award winning training sites.