

# Learning Journey Structure

## Kickoff Meeting

- ❑ 30-minute virtual meeting with team to cover learning journey expectations, details and expected outcomes

## Online Micro-Learning:

- ❑ 60 minutes of self-paced learning
- ❑ Short videos and games each take 5–10 minutes
  - ❑ Stop and start whenever you like
  - ❑ Individualized data-driven coaching

## Concluding Workshop

- ❑ 60-minute virtual workshop includes discussion of key concepts, insights from aggregated team data and commitments for implementation



Total Time: **2.5 hours**



## Team Insights & Analytics

- ❑ Behavioral tendencies with customers
- ❑ Confidence in key skills
- ❑ Strengths and opportunities for improvement
- ❑ Business impact