# Training Curriculum

Planning your training program

Introduction

Developing a digital training curriculum involves creating a detailed plan outlining the training goal and how you plan to achieve it during training. The plan is your resource to perform the training and contains links to all the resources needed during your training event.

This guide provides information on training goals, learning objectives and assessments as well as a learning objectives template, curriculum template, and examples of completed templates.

For questions about this content contact me at **info@digilearnlounge.com**
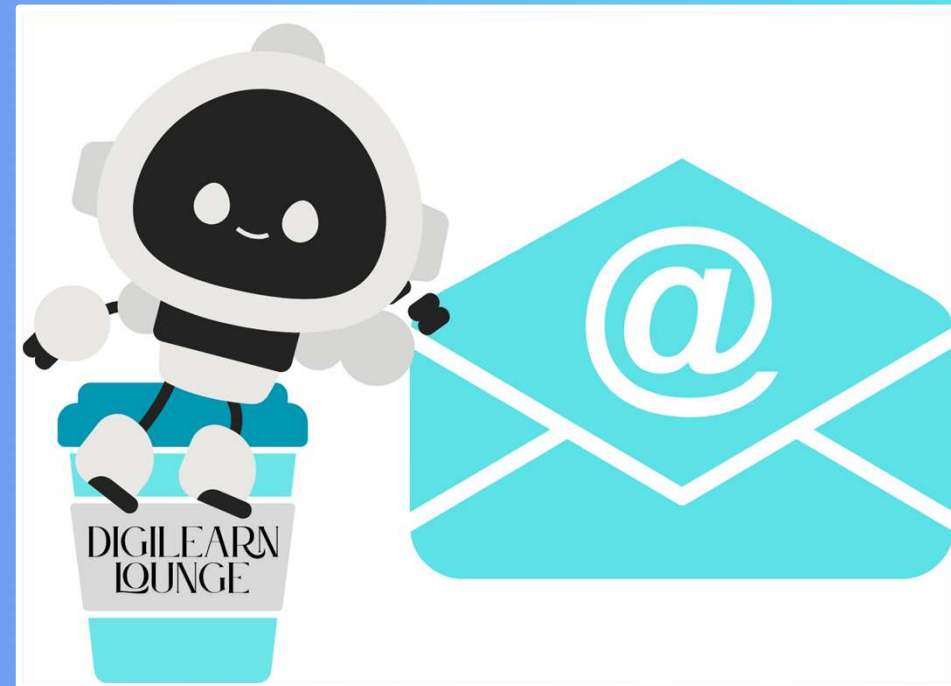
Training Goal

The training goal defines the ideal state where you want your learners to be and generally closes a known gap.

For example, you may have a goal for your call center to improve the customer call experience. From the training needs analysis you discover that it took an average of three calls to resolve a customer's concern. The leadership team decides to set a goal for the call center employees to resolve the customer concern the first time a call is received. The training goal is written as: The customer concern is resolved the first time.

KASI

Once the training goal is defined you will need to identify the Knowledge, Attitude, Skills and Interpersonal skills required to succeed in achieving the goal.

For example, for our call center we might identify the following KASI:

Knowledge: Procedure that defines the process for ensuring each call is resolved the first time.

Attitude: Buy-in from the employees on the importance of solving the customer concern the first time.

Skills: Practice applying the new process to ensure each call is resolved the first time.

Interpersonal skills: Practice de-escalating customers, frustrated with earlier call experiences.

Learning Objectives

Learning objectives define how the training goal is measured for success. They are written to include information about the audience, what behavior is expected, under what defined conditions, and to what degree of measurement, and always begin with an active verb.

For example:

By the end of this training session, you will be able to perform the following to at least 80% proficiency:

- Identify the steps in the process for resolving calls the first time

- Explain the importance of solving the customer concern the first time

- Apply the call process for given scenarios

- Demonstrate how to de-escalate difficult customers.

Assessment

The assessment is the instrument used to measure the success of the learning objectives. Assessments may range from a multiple-choice quiz to live demonstration using a grading rubric.

Training Goal	Learning Objective	Measurement of Success

Training Goal	Learning Objective	Measurement of Success
The customer concern is resolved the first time.	• Identify the steps in the process for resolving calls the first time	Multiple-choice quiz
	• Explain the importance of solving the customer concern the first time	Essay question
	• Apply the call process for given scenarios	Mock customer calls with grading rubric
	• Demonstrate how to de-escalate difficult customers.	Mock scenarios with grading rubric

Example

Curriculum Title:				
Learning Objective	**Information (Lecture)**	**Example/Model**	**Practice Activity / Knowledge Check Description**	**Assessment**

Curriculum Title: Customer Call Resolution				
Learning Objective	**Information (Lecture)**	**Example/Model**	**Practice Activity / Knowledge Check Description**	**Assessment**
Familiarize learners with the course	Introduction to the course Digital Folder – Instructor Learner Training PowerPoint Presentation Training Agenda/Schedule SOP 001 Link to survey Digital Folder - Learner Instructor Training PowerPoint Presentation with Instructor Notes Training Agenda/Schedule Training Icebreakers Link to survey		Digital Scavenger Hunt – What's in your digital folder? Digital Family Feud – Course Overview Questions	Assessment with answer key/rubric (multiple-choice, essay, mock calls)
Identify the steps in the process for resolving calls the first time	Call resolution SOP 001 Link to SOP	Flowchart of the steps Training SOP001 Flowchart	Multiple-choice practice questions SOP 001 Practice Questions	Multiple-choice quiz
Explain the importance of solving the customer concern the first time	Call data displaying average call resolution takes 3 tries and explanation on why business wants to get it down to one Link to call data	Examples of customer satisfaction when calls resolved the first time Customer Satisfaction Examples	Scenario practice questions Importance Practice Questions	Essay question
Apply the call process for given scenarios		Example scenarios for applying SOP 001 SOP001 Application Examples	Scenarios practice questions Call Process Scenarios Practice Questions	Mock customer calls with grading rubric Mock call scenarios, grading rubric
Demonstrate how to de-escalate difficult customers.	How to de-escalate difficult customers Resource: De-escalating Difficult Customers	Audio examples of successful de-escalation of calls De-escalation Audio Examples	Audio scenario practice questions Practice Questions Audio Files	Mock audio scenarios with grading rubric Mock audio scenarios with grading rubric

Example

Curriculum Title:				
Learning Objective	Information (Lecture)	Example/Model	Practice Activity / Knowledge Check Description	Assessment Description

<Duplicate as needed for each learning objective>