LEARNING & ENABLEMENT PLATFORM

Executive system brief | Conceptual blueprint

Decision in one sentence: Build a connected enablement system that defines role proficiency, develops capability through realistic practice, supports live work with current knowledge, and turns quality evidence into targeted coaching.

BUSINESS PROBLEM

Support organizations often treat course completion as readiness. Onboarding, knowledge, quality, coaching, certification, and customer education operate separately, leaving managers without a reliable view of capability, risk, or whether learning changed performance.

OPERATING MODEL

1. Define Roles, proficiency, risk, readiness gates, and success measures.	**2. Learn** Concepts, products, policies, systems, customer context, and decisions.	**3. Practice** Scenarios, simulations, role play, troubleshooting, and documentation.
4. Perform Supported live work using knowledge, job aids, observation, and guidance.	**5. Coach** Evidence-based diagnosis, development action, and validation.	**6. Improve** Use quality, customer, workflow, and outcome signals to update the system.

READINESS EVIDENCE

Evidence level	What it proves
Knowledge	The learner understands concepts, policy, systems, customer context, and risk
Scenario	The learner can diagnose, decide, communicate, document, and escalate
Observed work	The learner can perform with support in realistic conditions
Independent work	The learner sustains quality and ownership over a defined review period
Recertification	Capability remains current after change, increased risk, or recurring performance concern

MANAGER WORKFLOW

Evidence QA, customer feedback, workflow data, escalations, or observation	**Diagnosis** Knowledge, skill, judgment, process, tool, capacity, or ownership
Action Coaching, practice, job aid, knowledge review, observation, or certification	**Validation** Review future work to confirm behavior or outcome changed

IMPLEMENTATION ROADMAP

Timing	Phase	Primary work
Weeks 1-2	Discover	Map roles, goals, current learning, knowledge, quality signals, systems, and readiness risk
Weeks 3-4	Define capability	Create role profiles, proficiency levels, skill priorities, readiness gates, and measures
Weeks 5-7	Design experience	Build journeys, scenarios, manager workflows, content model, and platform UX
Weeks 8-10	Build & integrate	Configure LMS, create priority assets, and connect knowledge, QA, identity, and reporting
Weeks 11-13	Pilot	Test onboarding, practice, certification, coaching, manager visibility, and analytics
Weeks 14-16	Launch & stabilize	Expand users, train managers, monitor evidence, fix friction, and establish governance

MEASUREMENT CHAIN

Participation Enrollment, completion, activity, attempts, and time	**Capability** Knowledge, simulation, demonstration, and certification
Behavior Workflow use, knowledge use, QA dimensions, and coaching follow-up	**Operations & value** Readiness, quality, escalation, repeat contact, productivity, customer effort, adoption, and risk

PLATFORM COMPONENTS

Experience layer: LMS, learning portal, manager workspace, customer academy, and mobile access. Content layer: courses, simulations, videos, job aids, knowledge, assessments, and certification. Workflow layer: enrollment, assignment, coaching, observation, approval, recertification, and notifications. Integration layer: CRM, support platform, QA, knowledge base, HRIS, identity, analytics, and collaboration tools.

EXPECTED OUTCOMES

Projected benefits include faster time to readiness, higher quality consistency, more effective coaching, stronger knowledge use, scalable manager visibility, better customer adoption, and clearer evidence of operational impact. These are design targets and require pilot and production validation.

KEY TRADEOFFS

Course vs. performance support: use training for understanding and practice; use knowledge and job aids for current steps. **Completion vs. proficiency:** completion is easy to scale, but proficiency requires evidence. **Standardization vs. relevance:** share core standards while adapting to role, channel, customer, and risk. **Automation vs. manager judgment:** recommendations can be automated, but context still requires human judgment.

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