

# ENGAGEMENT MODEL



## DISCOVER

### WHAT

- | Performance imperatives
- | Strategic needs
- | Competency clusters
- | Leverageable strengths
- | Team/Organization dynamics
- | Organizational analysis

### HOW

- | Structured dialogues
- | Strategic function deployment
- | Big Y diagnosis

### DIFFERENTIATORS

- | Deep domain skills
- | Multi-disciplinary perspective
- | Analytical approach



## DESIGN

### WHAT

- | Learning system map
- | Development solutions
- | Learning objectives and outcomes
- | Alignment with existing learning curriculum
- | Blended learning strategy

### HOW

- | Business need to Learning need translation
- | Design learning around objectives
- | CTP needs prioritization
- | Learning reinforcement model created and reviewed with stakeholders

### DIFFERENTIATORS

- | Knowledge of business and leadership competencies
- | Complete understanding of development ecosystem
- | ID capability



## DEVELOP

### WHAT

- | Design reviewed
- | Content created
- | Blend solution created
- | Workplace integration
- | Delivery infrastructure & resources

### HOW

- | Instructional analysis of objectives
- | Design toll gates
- | Content contextualization

### DIFFERENTIATORS

- | Subject matter expertise
- | Global development platform
- | Instructional design system foundation



## DELIVER

### WHAT

- | Solution validated and process capability established
- | Solution gaps identified & corrected
- | Learning solution implemented

### HOW

- | Real-time feedback analysis of learners
- | Stakeholder alignment
- | Critical incident analysis & escalation

### DIFFERENTIATORS

- | Best-in-class trainers
- | Trainer competencies & experience
- | Comprehensive customer engagement skills



## INTEGRATE

### WHAT

- | Facilitate system & structure transformation
- | 360 degree learning effectiveness assessments
- | Performance support established
- | Continuous improvement

### HOW

- | Learners focus groups
- | Change work-outs
- | On the job coaching
- | Ownership and accountability definition

### DIFFERENTIATORS

- | Change expertise
- | Coaching competence
- | System thinking approach