



When you launch a training program, you have a business goal in mind. Whether it's increasing product knowledge to improve cross-product sales or improving meeting management skills to reduce the amount of time spent in meetings—we know you are working toward an important business goal.

That's why your SmartGrowth team will work with you to ensure we understand the broader business goal, the performance objectives that support it, and the learning objectives that will drive that performance. Because after all, the best written learning objectives can be misdirected if they do not support the performance you need.

Let us work through our SmartLink methodology with you and unleash the power of your learning!

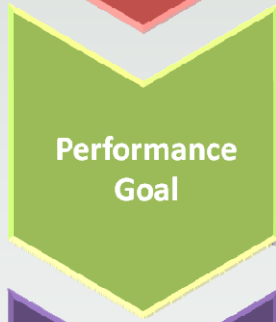
SmartLink Methodology



Business Goal

What is the business objective that the training will support?

- *Decrease time to resolution of help desk calls by 1 hr per ticket.*
- *The financial impact of achieving this goal is \$30/ticket, or \$300,000 across the 10,000 tickets handled annually.*



Performance Goal

What is the performance goal that will influence the target business goal?

- *Increase consistency and completeness of help desk solutions entered into the database as measured by correct use of the Solution10 template in 95% of all cases.*



Learning Objective

What are the learning objectives that will drive improved performance?

- *Create a help desk solution using the Solution10 template.*
- *Upload new solutions into the Solution10 database.*

