FAST LANE
CONTENT DEVELOPMENT
High-Context Training for Business Results!

Training that produces the **results** you need

Achieve goals that matter to **your** organization

Reach students anywhere, anytime, and by any means
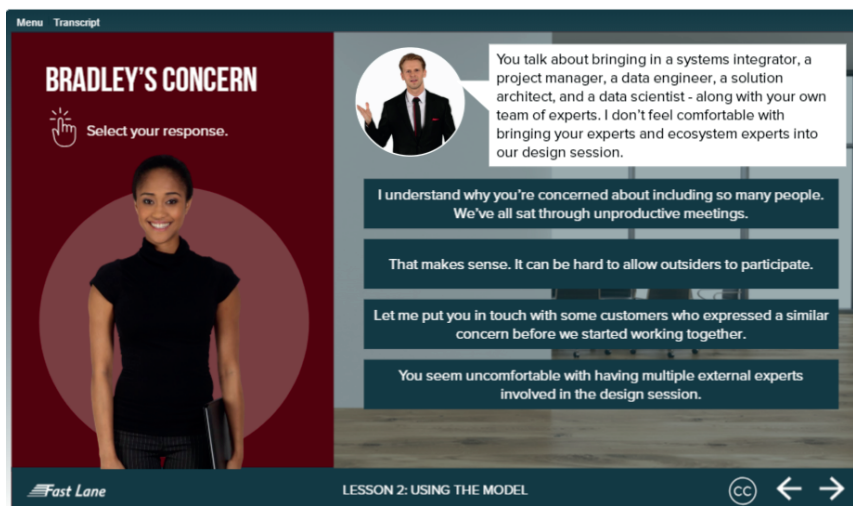
Fast Lane

ONLINE LEARNING

DIGITAL TRAINING SOLUTIONS

Online learning allows your team to **access training whenever they need it, wherever they are**. Instead of traveling to a training course and taking time away from work, learners can access modules online at a time that is convenient for them.

Online learning solutions are delivered via computer, mobile, or tablet. They can include a variety of elements, from engaging, visually interesting click-through eLearning modules to advanced simulations, video-on-demand (VOD), or whiteboard training.
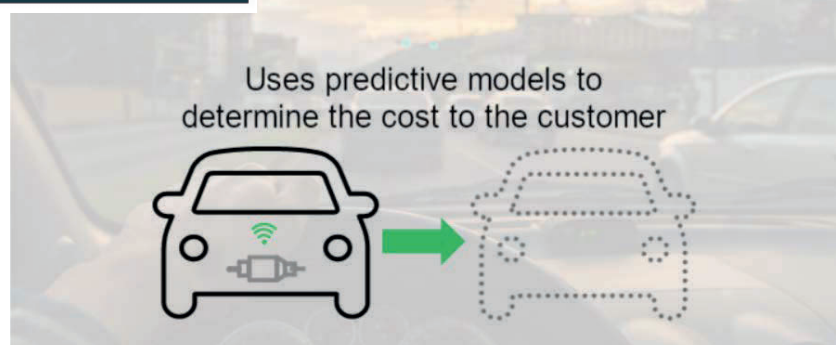
Modules can be accessed independently, to provide just-in-time training, or sequenced to build more complex concepts and skills that deliver business results.

- Dispersed Learners
- High Volume
- Just-in-Time
- Self-Paced

Custom-developed eLearning can include real-world scenarios that are specific to your organization and audience. Scenarios help prepare your team to apply their training on the job - and achieve your desired business results.

eLearning combines audio narration with animation and graphics to illustrate key concepts and help your team understand the relationships between ideas, products, and processes. Custom content means everything is applicable to your unique context.

FAST LANE LIVE (FLL)

The Fast Lane Live platform can help you **reach your audience** no matter where they are across the globe, whether they are internal or external to your organization.

With a wide variety of available vendor and custom titles, job role tracks, and opt-in or opt-out assessment capabilities, Fast Lane Live provides proven training, excellent reporting and monitoring capabilities, and engaging courses to help train your audiences.

PLATFORM TRAINING

Platform training can provide **customized access to tailored content** and learning paths quickly and for specific groups of people, along with detailed reports to demonstrate your audience's progress along those learning paths.

There are several options for platform training. Microsites can be private extensions of FLL or standalone instances that enable you to deliver training to a large number of students by suscription. eCommerce sites are extensions of FLL that are able to accept online payments, allowing you to provide custom courseware online or to partners.

Courseware hosted on a platform is arranged in a specific format, MOOC (massive open online course), that differs from other online learning solutions. It is a multimedia format that may contain ELTs, VODs, text, graphics, resources, assessments, and other performance tools.
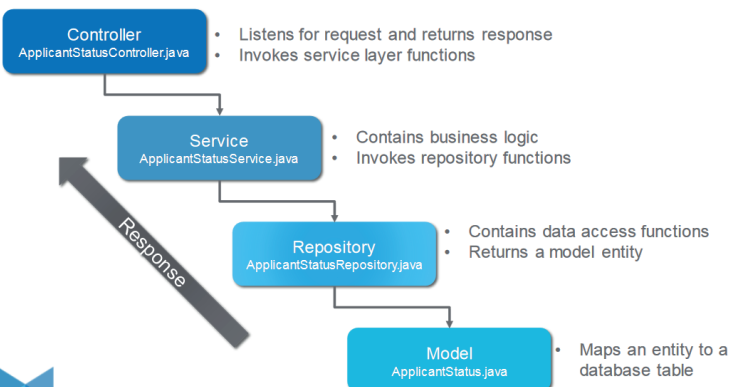
INSTRUCTOR-LED TRAINING

- Immersion Workshops
- Hands-On
- Role Playing
- Roadshows
- Technology Updates
- Face-to-Face
- Test Drives
- Seminars-as-a-Service

Fast Lane develops custom instructor-led training (ILT), which includes **face-to-face live training** with an instructor, instructor-led online teleconference deliveries (ILO), webinars, and immersion workshops.

ILT provides **hands-on experience** with an instructor who can answer questions in detail. It is highly recommended for equipment or lab practice. Custom-designed, activity-based courses ensure that not only is the right content presented, your team is prepared to apply what they've learned.

ILO offers many of the same benefits as traditional ILT, while reaching geographically dispersed teams with little to no travel costs. Immersion workshops provide extremely focused training on very specific topics.

CLASSROOM AND WORKSHOP

Instructor-led training is much more than a lecture presentation. High-touch, activity-based courses use components such as case studies and lab activities to drive learner engagement and connect training to real-world situations.

Our Design Pattern

GET Request to /rest/applicantstatus

Controller
ApplicantStatusController.java
- Listens for request and returns response
- Invokes service layer functions

Service
ApplicantStatusService.java
- Contains business logic
- Invokes repository functions

Repository
ApplicantStatusRepository.java
- Contains data access functions
- Returns a model entity

Model
ApplicantStatus.java
- Maps an entity to a database table

Response

Web-Based I-9 Process Flow

Below is a description of the anticipated ADP Web-based I-9 Process flow. Some key assumptions are being made in this Case Study:

- All I-9 Forms are being retained electronically (no PDF retention).
- All data in the training database is test data that has been manufactured for classroom purposes only.
- We will use a tool like jQuery UI Signature for electronic I-9 signatures. We are assuming that using such tools is an approved method.
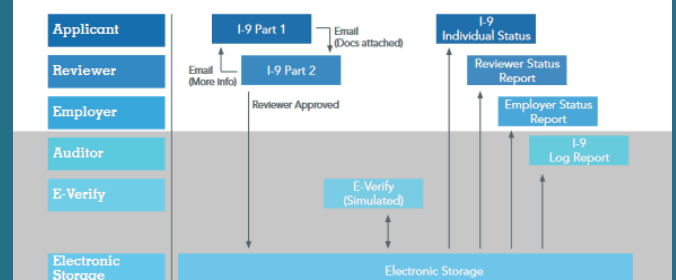- E-Verify is our Web-based I-9 System that will be simulated using an Oracle DB Procedure. Batch runs of our E-Verify system will be initiated on demand by the Web-based system.

I-9 Process Map

Applicant	I-9 Part 1	I-9 Individual Status
Reviewer	I-9 Part 2	Reviewer Status Report
Employer	Reviewer Approved	Employer Status Report
Auditor		I-9 Log Report
E-Verify	E-Verify (Simulated)	
Electronic Storage	Electronic Storage	

Email (Docs attached)
Email (More Info)

STARTING YOUR TEAM STRONG

A custom, structured onboarding program helps your team rapidly develop and apply **relevant technical skills**, **business process understanding**, and other **critical on-the-job knowledge** they'll need to succeed in your workplace. It instills new employees with your organizational culture while improving retention and productivity.

Legacy new hire training often focuses on technologies rather than their use in specific situations. Case studies, custom projects, and different learning approaches can revitalize existing onboard training, tailor it to specific job roles, or suggest the need for a new approach altogether.

Hybrid programs provide continual reinforcement by blending live experiences with follow-on activities, such as mentoring or online learning. These programs can help teams to ramp up with a minimum of time in the classroom.

- Onboarding Programs
- Tailored for Job Roles
- Hybrid Programs
- Mentoring
- Case Studies
- Situational Training

Welcome to the Case Study

This exercise operates in tandem with the competencies you are building in Agile software development to help hone the soft skills required to work with customers from project initiation through final product delivery. The business acumen required to effectively work with and for customers is critical to the success of any project. In other words, it is not enough to have competencies as a software engineer; one must also be adept at communicating one's vision to a customer, and in turn listening and understanding the vision being communicated to you.

Case Study Overview

Your team has been tasked with creating a web-based application for Merkur Offshore. In order to properly understand Merkur's requirements, your team will engage in a series of interactions with a mock customer playing the role of a project manager from Merkur Offshore.
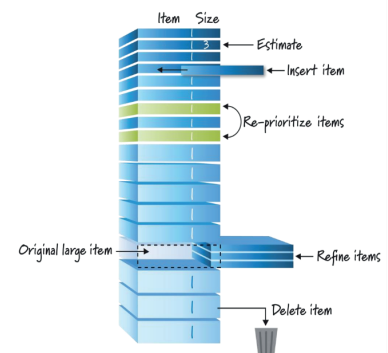
Before each interaction, you will be given the objectives for the discussion. And after each interaction, you will hold a debriefing session to assess how information gathered from the meeting may or may not affect development decisions.

At the end of the study, your team will present your final software solution to your customer and his or her team.

Fast Lane's new hire programs adopt a case study approach that challenges participants to complete a project similar to one they would face on the job.

Accompanying classroom content introduces key skills and concepts to reinforce the case study competencies.

Backlog Refinement (Grooming)

☑ The PO clarifies each work item with the team and ensures that the team understands what needs to be done.

☑ The PO writes clear acceptance criteria in each work item.

☑ Backlog items are ordered by business value & classes of service

☑ Considerations include what will bring customers the most satisfaction or value, or drive the most use.

☑ The order may change as a result of customer feedback and collaboration.

WHAT ARE YOUR DESIRED BUSINESS OUTCOMES?

Performance consulting is results-focused, and concentrates on the gaps that exist between existing skills and business processes and desired results and outcomes.

Driving results through consulting involves utilizing tools and techniques to produce **measurable business growth** by improving the performance of people in an organization.

Fast Lane provides a wide variety of enhanced training components, such as custom assessment development, learning path creation, skills gap analysis, job task analysis, and many others, in order to help determine how best to achieve your organization's goals in a timely, cost-effective manner.

Performance consulting helps prepare participants for the requirements of their job role.

SKILLS GAP AND JOB TASK ANALYSIS

Skills analysis consultations evaluate skill levels and job tasks to assess any performance gaps that may exist.

CUSTOM ASSESSMENTS

Custom assessments evaluate learners' entry skill levels, technical competency levels, current performance levels, and what they learn during training.

HYBRID NEEDS-BASED APPROACHES

When gaps are identified that can be addressed through training, formal learning can be blended with activities such as coaching, mentoring, social engagement, and self-paced modules to improve skill transfer and drive higher performance.

CUSTOM TRAINING BENEFITS

Streamlined Training
Custom training addresses the specific needs of your team. This allows you to eliminate unnecessary content and emphasize the key areas for your business.

Easy Access
Custom courses can be accessed when and where they are needed.

Quality and Retention
The average content retention rate of an instructor-led class is 58 percent. More intensive eLearning can increase this by 25 to 60 percent.*

Brand Integration
23% of employees quit because of a lack of development and training. Custom training builds your brand, encourages employee loyalty, and promotes company culture.*

*Training Industry

CONNECT AND APPLY LEARNING

Effective training programs prepare employees to apply formal learning when they are on the job. The more learning occurs in-context, the better it will be recalled and applied.

High-context learning activities help ensure the knowledge acquisition and practice that occur in training match the eventual use of the material in the workplace. These **real-world, high-context activities** could include scenarios, case studies, lab activities, role plays, simulations, and storytelling.

Creating custom training materials allows you to deliver training that is always in your organizational context and **relevant to your audience**, using real examples from your business.

*Julie Dirksen, *Design for How People Learn*

DEVELOPMENT TEAM

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