

Content Map

SAMPLE TOPIC	
What is the training topic?	Are you the subject matter expert (SME) or did you select a topic from Source Content?
Front Desk Procedures	SME Kellie Tonks

DEFINED BUSINESS GOAL AND PROBLEM
Define the business that your sample relates to: What type of business is it? What industry is it a part of? What is the name of the business (fictional or real, if volunteering for a real company)?
Sahuarita Food Bank. Volunteering for a real company
What is the business goal for this training? What does success look like for the company?
The goal is for all clients to be welcomed with dignity and respect. .
What is the business problem (gap), that when solved or closed, would help the organization reach the above goal? In other words, WHY is the goal not being met right now?
Not all volunteers are putting the clients at ease in a welcoming manner. Some are abrupt or tackless. Others are not following procedures and giving out resources unfairly. This is causing clients to feel unwelcome and frustrated.

AUDIENCE
Who are the primary learners (audience) that will be taking the training? Be specific.
Volunteers at the food bank
What are the basic demographics of your primary learners?
Most volunteers are in retirement ages 55-83.
What are your learners' prior knowledge/skill level?
Mixed.

(Current State) What is currently happening with the target audience that needs to change? Before learners take your training, what are they doing, or not doing successfully?

Volunteers are missing opportunities to put clients at ease. They are not welcoming. They are treating clients differently.

(Future State) What should the target audience be doing? Once learners complete the training, what should learners be able to do successfully?

Volunteers would follow established procedures for welcoming client interactions. Volunteers would respond to situations in a unified manner equally.

CONTENT OUTLINE

ACTIONS NEEDED TO MEET GOAL

Directions	Action 1:	Action 2:	Action 3:	Action 4:
<i>List all of the actions that a learner would need to take for the business goal above to be achieved.</i>	Client Greeting	Use established procedures for no distribution days	Use established procedures for distribution days	Handle special needs with care ie service animals, wheelchairs and walkers
Directions	How Action 1 ties to the business goal:	How Action 2 ties to the business goal:	How Action 3 ties to the business goal:	How Action 4 ties to the business goal:
<i>State HOW these actions tie back to the business goal.</i>	Clients need to feel welcomed immediately and set the tone for all interactions	Following procedures reduces reduces unfair practices	Following procedures reduces reduces unfair practices	Make all feel welcomed and cared for



LEARNING OBJECTIVES

Directions	Terminal LO 1:	Terminal LO 2:	Terminal LO 3: (optional)	Terminal LO 4: (optional)
List all of the terminal learning objectives (LOs) that the learner will need to achieve to meet the business goal. Your sample should have 2-4 terminal LOs. Each LO should connect with the action that is in the corresponding column above.	Greet Clients Appropriately.	Follow procedures for non distribution days when welcoming clients.	Follow procedure for distribution days for welcoming clients	Follow the ADA procedures for service animals, wheelchairs, walkers
Directions	Are there any enabling LOs that support terminal LO 1? (optional)	Are there any enabling LOs that support terminal LO 2? (optional)	Are there any enabling LOs that support terminal LO 3? (optional)	Are there any enabling LOs that support terminal LO 4? (optional)
If there is an enabling LO that supports the terminal LO, list those here. Not all terminal LOs may have a supporting enabling LO. Terminal LOs may stand on their own but enabling LOs should not.	Mission statement Expectation of equal treatment	When are distributions scheduled What can be done in emergency situations What constitutes an emergency	Explain to clients when are distributions scheduled	



CONTENT OUTLINE				
Directions	Subtopic 1:	Subtopic 2:	Subtopic 3 (Optional):	Subtopic 4 (Optional):
List the subtopics (categories of chunked content) in a meaningful order.	Welcome clients with appropriate greeting phrases.	Explain when are distributions scheduled React appropriately can be done when clients		

Each subtopic should connect with the LO and the action that are in the corresponding columns above.		are in immediate need and cannot wait.		
Directions	Information / details:	Information / details	Information / details	Information / details
Outline the information that each subtopic will cover. Avoid going beyond the scope of the LOs. Only include info that is needed to achieve the LOs. This section needs some detail, not just a couple of words. Example: If your content involves 5 steps of a process, you must write out all 5 steps. If it's three characteristics, all three characteristics must be named. The information should connect with the action, LO's, and subtopic listed in the corresponding columns above.	Food bank motto of equal and fair treatment to all Refrain from all discussion of politics and religion Appropriate greeting Welcome Say your name Ask how to help Listen without interrupting Express a desire to help Direct client to meet their needs	After greeting Explain the schedule of distributions Tuesday/Wednesday 9:00am-1:00pm Thurs 1:00pm-5:00pm Saturday 9:00am-12:00pm If this is the first time they came on a non distribution day contact a call Operations manager ext: 106 or Office administrator ext 104 to greet them. If not the first time kindly explain the hours of distribution and give hand out paper with hours on it Clients who are new and do not have enough food to make it until the next distribution day are in immediate need.	After Greeting Check in Ask for U.S. issued photo ID Put their name on the google sheet on the ipad Call names from the list in order to go to the intake area Once a name is called mark with an X on the google sheet If the person is new to the foodbank put their name down with (new) next to it Then tell the staff member in charge about the new client	Ask if the animal is a service animal. Pets must wait outside. Service animal. Do NOT ask about their disability Politely ask if the dog needs water Explain that because of safety concerns the owner can choose between 2 options for their service animal 1) The animal can be watched at the desk until the client is done 2) If the person wants to keep their animal with them quietly alter the volunteer who calls back clients into the distribution room to leave extra space between clients for the safety of

		Who to ask for help if client is insistent or in need of help immediately? Contact Operations manager ext: 106 or Office administrator ext 104		animal and client Wheelchair/Walkers Keep spaces clear and open Guide clients to the open spaces where they have enough room.
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ASSESSMENT				
Directions	Question:	Question:	Question:	Question :
<i>Write each stem as a performance-based scenario question set in a realistic context.</i> <i>The question should connect with the action, LO, and content in the corresponding columns above.</i> <i>Ask yourself, "Can this assessment question be answered with the content written above in this template?" No matter what content you include when you develop the course later, if there is not enough content provided in this template to answer the question, you will</i>	A client walks in. You notice they have their client card ready but it is not a distribution day/time. How do you greet the client?	A client has come in on a non distribution day. They are new to the area and were not aware that there was no food distribution today but are in desperate need. What should you do?	A client walks in during distribution hours. How do you check them in?	A client walks in with a lizard on their shoulder. How would you address the situation?

<i>need to expand the content above.</i>				
Directions	Correct Response:	Correct Response:	Correct Response:	Correct Response:
<i>List the correct response to each question.</i>	Welcome the client and ask how you can help	contact Operations manager ext: 106 or Office administrator ext 104	You welcome them in and ask for their US issued photo ID.	Establish that it is not a service animal and Explain that pets must wait outside
Directions	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)
<i>List the distractors for each question. These distractors should be viable responses, based on the content you have included above, and not so unrelated that they are obviously wrong.</i>	• Immediate explain that you are closed • Tell them to come back the next business day •	• Leave the desk to find an administrator or manager • Tell them you are closed • Give them a box of food that you find	• You ask them for ID • You put their name on the list • You send them back to the intake area	• Ask them what disability they have • Allow them to keep their lizard with them in the intake/distribution area • Ask them to leave
Directions	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)
<i>Provide clear feedback that explains what the correct answer is, and why it is correct.</i>	We want clients to feel welcome and listened to. Even if you think you know what they need it is important to welcome them and listen. Then explain what they need to know.	When clients are unaware of how things work we want to take care of immediate needs. With out leaving the desk unattended you can contact a manager or administrator to help.	Clients must have a US issued photo ID before they can check in and go to the intake area.	Because lizards are not service animal trained they must wait outside while the client is helped.
Directions	Additional Question:	Additional Question:	Additional Question:	Additional Question :
<i>Include additional performanced-based</i>				A client comes into the food bank in a

scenario questions here. Note: You need to have a minimum of four questions, so a couple of your LOs may have more than one question. Please fill in the additional questions in the appropriate column under the corresponding LO. It is ok if some boxes are left blank in this section, as long as you have at least four total questions.				wheelchair. How do you help them?
Directions	Correct Response:	Correct Response:	Correct Response:	Correct Response:
<i>If you have an additional question for this LO, list the correct response to each question.</i>				Great the client and direct them to the wheelchair accessible area.
Directions	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)	Distractors (Incorrect Responses)
<i>If you have an additional question for this LO, list the distractors for each question.</i>	•	•	•	• Ask the client to leave their wheelchair outside • Let them sit anywhere
Directions	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)	Feedback for incorrect responses (What is the correct answer, and why?)
<i>If you have an additional question for this LO, provide clear feedback that explains what the correct answer is and why.</i>				For the clients safety we must keep them in the designated areas that are wheelchair safe.

