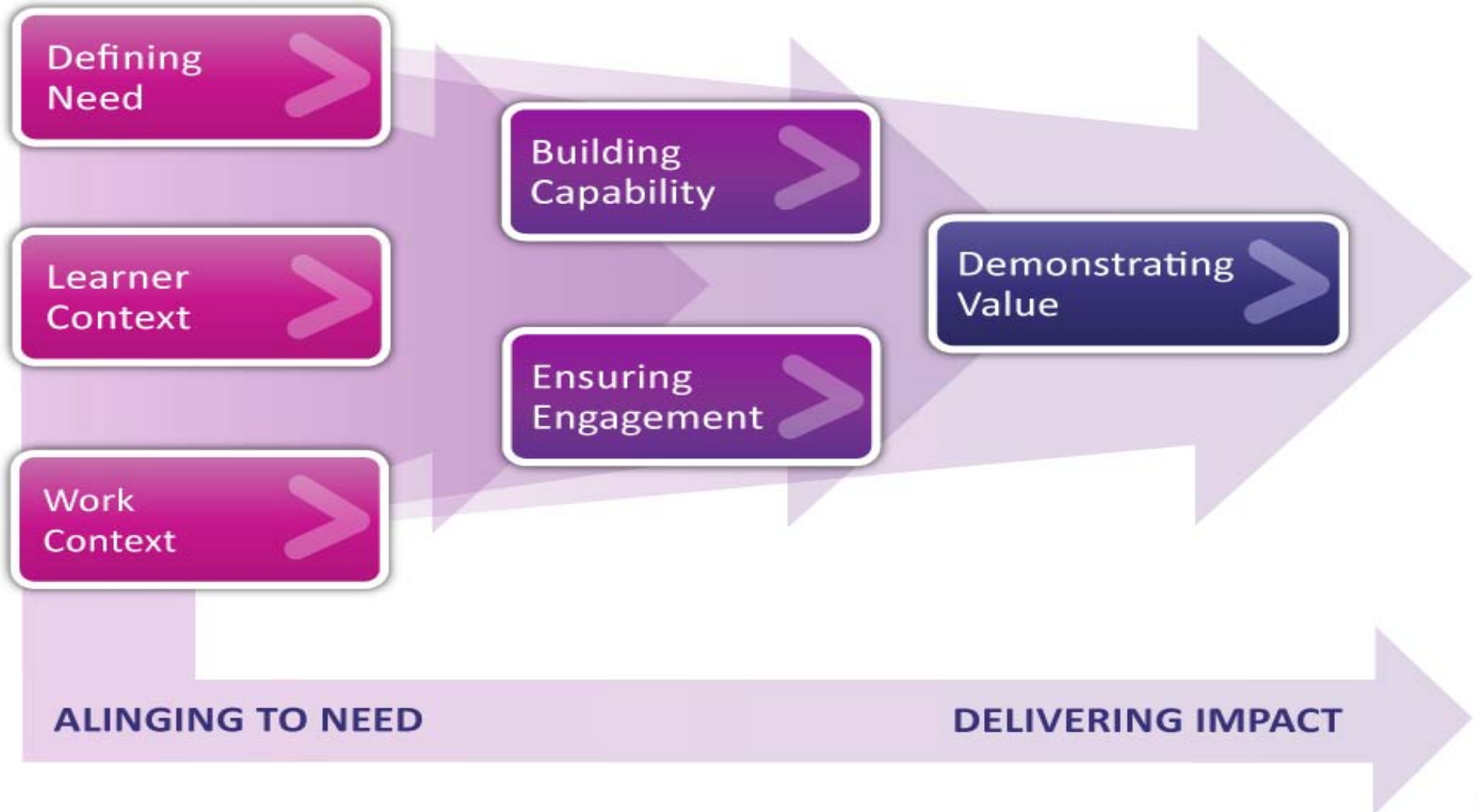


Towards Maturity – Six Strands of Activity





Stakeholder consultation process

- a range of CMG services
- interviews with staff at all levels
- an audit of existing provision and specific needs
- separate consultation with full board of CMG to establish key objectives of senior stakeholders



Learner
Context



A stakeholder workshop allowed staff from across the business give crucial insight into:

- service workflow
- appropriate content formats
- e-learning styles
- communication channels
- staff expectations



...and these stakeholders became our champions.

Learner
Context



Workshop outcomes ...

- audio-led learning
- absolutely intuitive interfaces
- learning in context
- learning localisation
- integration of SME's into the development process





Aligning with workflow and infrastructure ...

- Staff rostering and shift patterns
- Division of central and local administrative functions
- Provision and location of hardware
- Integration with new network infrastructure

