

Clinical Learning Journeys

Evolving Customer Education with Design Thinking

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Education and training
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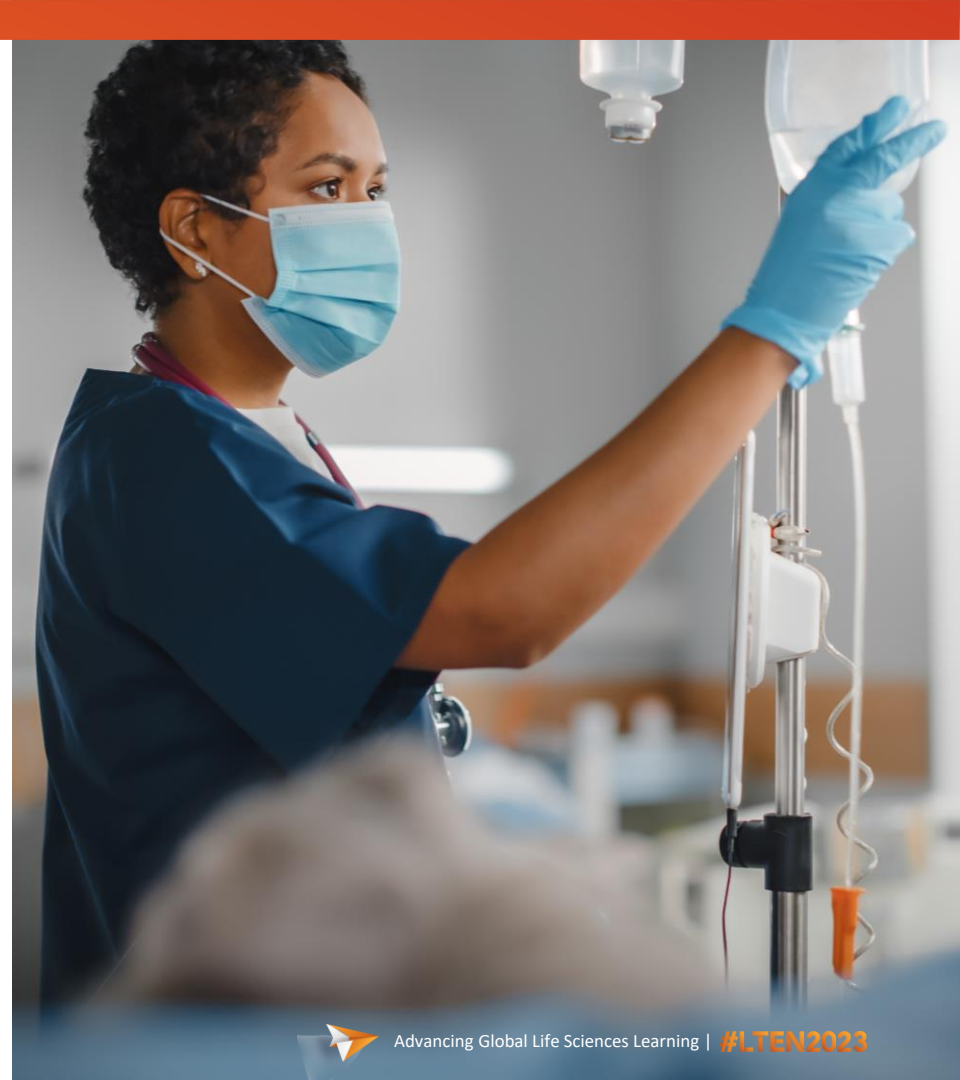
Delivery director and
learning strategist

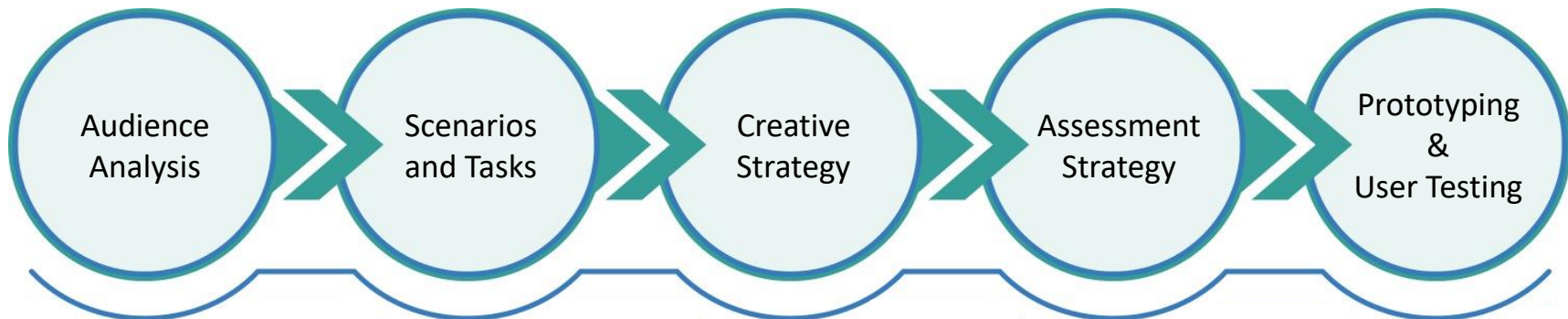
TiER1 Performance



Our Three Big Things...

- Foster *shared ownership* to manage the change.
- Honor the *customer's voice*.
- Prioritize the *people* investment.

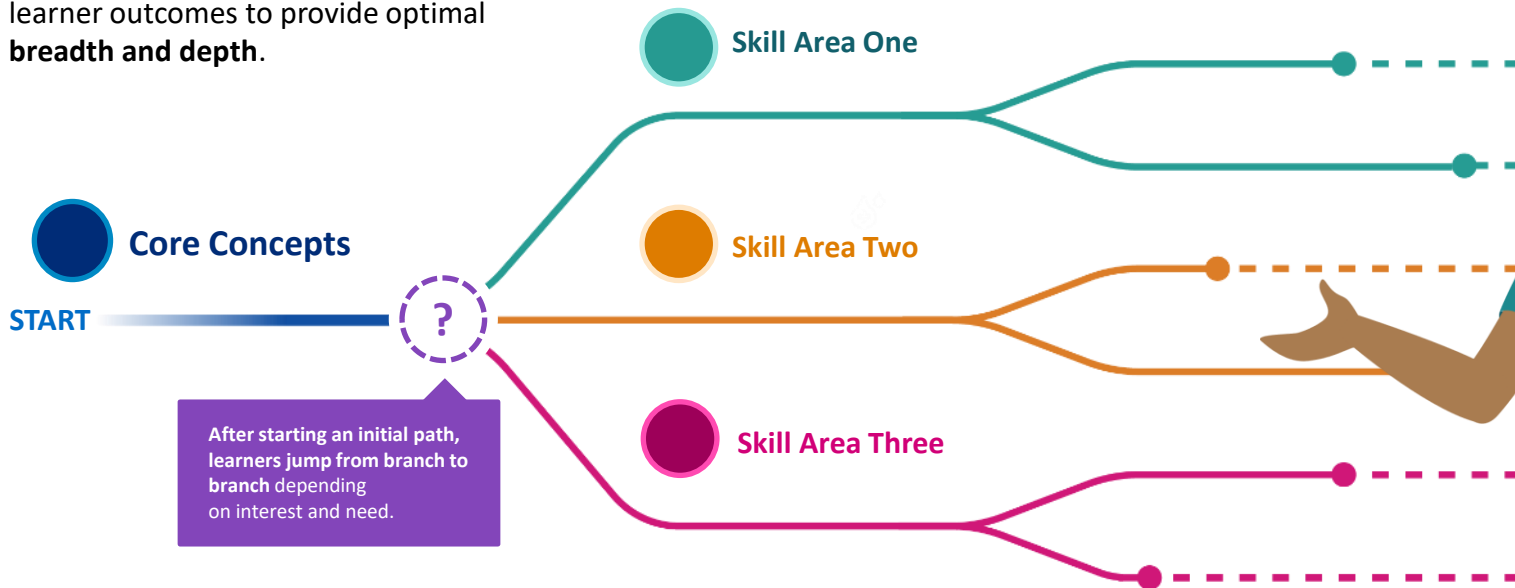


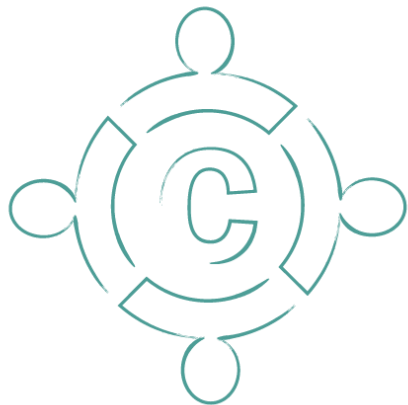


Take a Design Thinking Approach

Designing Personalized Learning

Consider **branching pathways** aligned to learner outcomes to provide optimal **breadth and depth**.





Communications



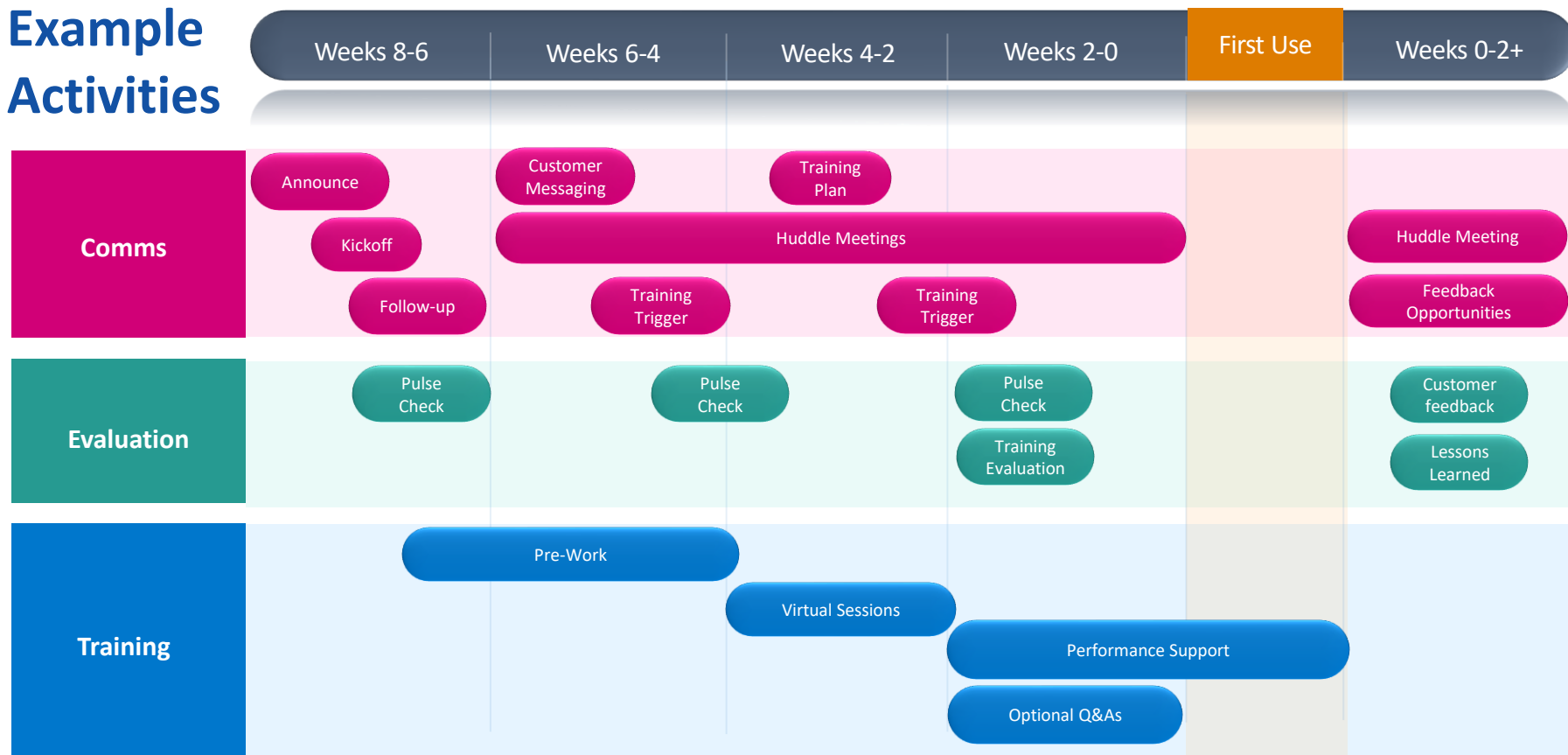
Training



Evaluation

Adoption Drivers

Example Activities





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FOCUS FORWARD



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