

Example: Task Analysis

When the client realized 90% of their current Billing Associates would be eligible for a retirement package, they asked Training Partners Plus, Inc. to meet with a group of experienced staff to document the billing process and work activities in the form of a Desk Reference that could be used to ensure consistent classroom and on-the-job training to support the transition. The activities map below is a good example of 'chunking' specific tasks into workflow 'buckets'.

