

- 1 INITIAL MEETING**  
Determine the needs, wants, and challenges faced by the site, and to go over performance analyses to determine that training is the appropriate response to the gaps onsite.
- 2 ANALYSIS**  
Identify gaps and considers how training can correct problems and close the gaps.
- 3 DESIGN**  
The strategy for addressing performance expectations and gaps is created.
- 4 DEVELOPMENT**  
Lesson plans and training aids are created. Curriculum design and activities are created with components for increased knowledge retention and application.

- 5 IMPLEMENTATION**  
Grants access to content information, tools, calendar activities, message boards, and any other media included in the CBT. Designers and curriculum SMEs take an active role here to deliver the content to students.
- 6 EVALUATION**  
Multidimensional and continuous throughout the process. The frequency of evaluation is determined on a client-by-client basis.
- 7 CONCLUDING MEETING**  
Client feedback is important for continued improvement and innovation. A follow-up meeting to gather closing input and ensure client satisfaction.

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