

LEARNING CLUSTER DESIGN

“The Time Management Solution” CASE STUDY ACTIVITY

Purpose

Practice completing the LCD Model using each Tool to modernize a learning program.

The Case Background

The Tri-state Party Planner Company offers party planning for clean-cut fun, from birthday parties for one to 90 year-olds, and celebrations for graduations, retirements, and anniversaries. Planners meet with clients to plan the decor, paper products, and activities. For the event, planners set up everything, except the food, and act as the event Emcee.

The employee pool has changed due to retirements and company expansion. It's not going well. New employees are struggling, and clients are complaining about planners arriving late, promised items missing, and planners acting stressed. The CEO talked with experienced employees to gain insights. They described a half-day time management training offered years ago that had made all the difference for them. Several employees even had the slides and handouts, which they shared with the CEO.

The Experienced employees could see that the onboarding training on how to do the job was just not enough. It covered the “what to do” but not the “how to do it”. They told the CEO that they had tried to share the time management training slides with some new hires, but the message did not click, and some new-hires had been heard laughing about the old style training graphics

The CEO brought in an L&D Professional certified in the Learning Cluster Design model. The job was to recreate the time management training to fix this mess, restore the company reputation, and reduce employee turnover driven in large part by stress.

Your Goal

Throughout the afternoon, we will engage in discussion and activities that:

- Introduce each Action of the LCD model
- Briefly walk through each Tool
- Give you an opportunity to practice transforming the old slides into an effective Learning Cluster made up of meaningful learning assets
- Discuss what you find valuable for each Action.

For the purpose of this activity, we will design as though there are no limitations on budget, time, or infrastructure. Where information is missing, * create fictionalized stories, data and hypotheses.

*Use your imagination and make assumptions to fill in gaps in the case study. Sometimes you don't have access to stakeholders or learners to learn more – and our best guess, coupled with the power of the model, provides possibilities for improvement.