

## BACKGROUND

The client requested an update to their current training due to multiple issues that included: new staff was not retaining the information in the training, high staff turnover rates, and inconsistent learning experiences. The client also wanted to have the flexibility to train in-person in multiple locations and/or remotely.

The current three-week training includes one week of Medicare training, followed by two weeks of systems/applications training, hands-on, and certifications. The goal was to improve the current training and give it a refresh. Given our team had five weeks to improve the current training, we focused on the week one training content.

## AUDIENCE

Learners are adults ranging in age from 21 to 65 or older who work in a call center environment. Common characteristics of current learners included:

- Various cultural backgrounds and education
- Some computer skills
- Enjoy working in a call center environment

## SOLUTION

After our team conducted a needs analysis and reviewed existing content, our focus was on week one training and creation of a systems (applications) cheat sheet that would be used as a support resource for the following weeks. Because the content in week one was complicated and content heavy, our goal was to make the training more interactive and fun by utilizing the Learn, See, Do, Prove, Support it framework.

The final week one course included the following activities to help educate the call center representative about the company culture, Medicare products, and systems/applications.

- Participant Guide
- Daily Reflection
- Recorded calls and scripting activities
- Daily Kahoot question activities
- Journey maps
- Role play
- eLearning activities in Articulate Rise
- BINGO card tied to Prove it activities (final rewards given by client)
- Systems Cheat Sheet

## **SAMPLE SCREENSHOTS FROM TRAINING**

The following Table of Contents image is from the Participant Guide.

### **Table of Contents**

#### **Welcome**

Learning Path Overview

Overview and Purpose

What to Expect

#### **Logistics**

Requirements

Technical Support

#### **Week 1: Day 1**

What You Need to Know

Activity: Prove It! BINGO

Activity: Culture Connection

Activity: Daily Reflection and Action Planning

#### **Week 1: Day 2**

What You Need to Know

Activity: Parts are Parts! Round Robin Q&A

Activity: Meet an Agent: June

Activity: An Apple for the Teacher

Activity: Daily Reflection and Action Planning

#### **Week 1: Day 3**

What You Need to Know

Activity: A Member Journey

Activity: Exploring Medicare.gov – Medicare Parts A & B

Activity: Effective Listening = Your Role

Activity: Listen to Me (Parts 1 and 2)

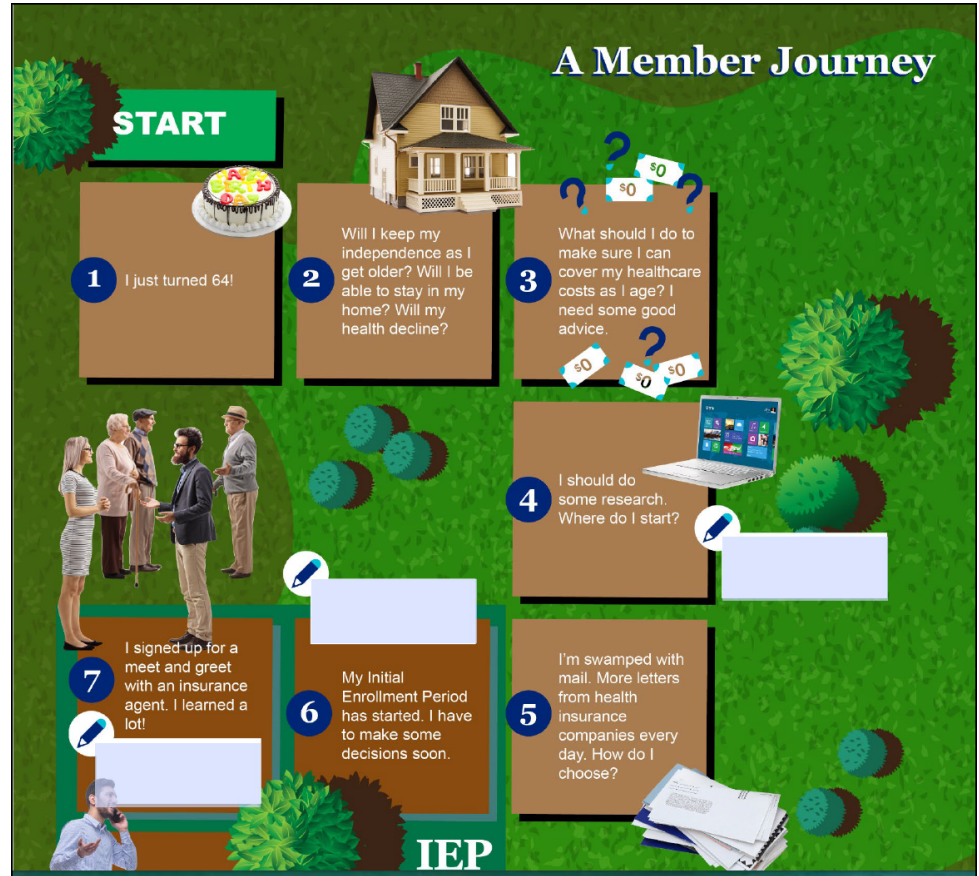
Activity: Daily Reflection and Action Planning

#### **Week 1: Day 4**

What You Need to Know

## SAMPLE SCREENSHOTS OF INTERACTIVE ACTIVITIES

The following images are some of the interactive activities the participants accessed via the training and Participant Guide.




## ELEARNING ACTIVITY

The following image is from the eLearning created in Rise.

### Make the Connection Activity: Medicare Parts A and B

Author Hidden

---



Let's Get Started!

---

#### Instructions

By completing these sorting and matching interactive activities you will make the connection and apply what you learned about Medicare Parts A and B.

To get started:

- 1 You have **20** minutes to complete all of the drag-and-drop activities.
- 2 Follow the instructions for each of the three activities.
- 3 Remember to take a screen print of your score for each activity to share with your SME in an email. You may also record your number of correct answers in your Participant Guide in the Make the Connection activity for day 3.
- 4 Click the **CLICK HERE TO START THE FIRST ACTIVITY BELOW** button

You might win a BINGO square for the highest number of correct answers.

[CLICK HERE TO START THE FIRST ACTIVITY BELOW](#)

# MEDICARE SALES SUPPORT TRAINING

## INTERACTIVE BINGO BOARD

The following image is from the BINGO board created to keep the participants engaged throughout the week. Each time a participant proved they did an activity successfully; they earned a BINGO square. BINGO winners would earn a daily and/or weekly reward.

Prove It! BINGO Card				
<b>B</b>	<b>I</b>	<b>N</b>	<b>G</b>	<b>O</b>
Day One	Day Two	Day Three	Day Four	Day Five
<b>B1</b> Successfully set up your computer during the morning session.	<b>I1</b> Get at least 8 of 10 questions right on the Medicare Overview Kahoot.	<b>N1</b> Send screenshots of first-attempt tally scores from the Make the Connection activity (A & B) to your SME. Highest score wins.	<b>G1</b> Get all questions correct in the Meet an Agent: Harold activity and send screenshot of your answers to your SME.	
	<b>I2</b> Get at least 8 of 10 questions right on the (TBD) Kahoot.			
<b>B3</b> During the How to Use Teams session, successfully demonstrate ability to use Teams functions for meeting participants (e.g., chat, raise your hand).	<b>I3</b> Be one of the top 3 points earners in the Medicare Overview: Parts are Parts! round robin activity.	<b>N3</b> When asked, be the first to correctly define what Effective Listening is.	<b>G3</b> Send screenshots of first-attempt tally scores from the Make the Connection activity (C & D) to your SME. Highest score wins.	<b>O3</b> Share what you liked best and found most challenging in the Now You TRIAD activity with your SME via chat.
<b>B4</b> Send a screenshot of your completed Culture Connection	<b>I4</b> Be the first person to volunteer to do the teach-back in the "An	<b>N4</b> Get a perfect score on the Member Journey Kahoot.	<b>G4</b> Volunteer to help read one of the Enrollment Opportunities call	<b>O4</b> Be the first to volunteer to share your screen to create