



Enterprise-Wide Training Partner

www.briljent.com

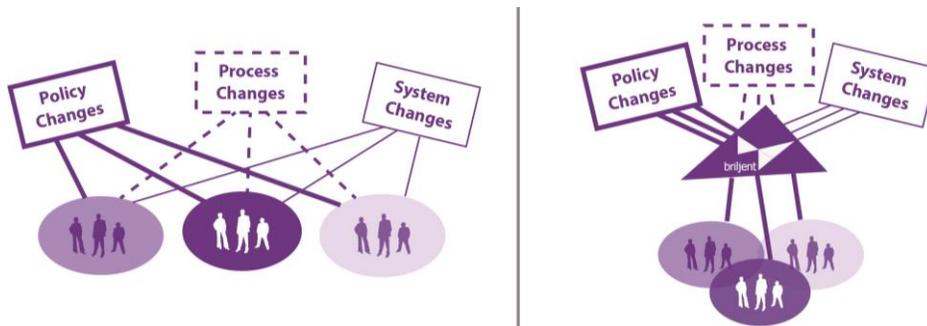
The Benefits of an Enterprise-Wide Training Partner

How integrating learning, communication, and quality will benefit your organization

The tremendous challenge of managing concurrent changes in systems, policies, and processes among various business units often results in costly resource and time constraints. Ineffective silos occur when multiple projects are managed by multiple units within the organization. The investment of resources and time to attempt to manage enterprise-wide change does not always yield the desired performance. Leadership is often left wondering if their challenges are related to training, performance, or implementation. We often see this confusion caused by the following:

- Training efforts start too late in the project lifecycle
- Multiple training initiatives have conflicting or overlapping priorities
- All appropriate stakeholders are not identified and engaged at the right time
- There is a reduced focus on the requirements of how each role needs to be addressed

Conflicting messages and poorly timed training leaves staff confused and lacking the tools to adequately perform their jobs.



Coordinating training efforts through Brilljent reduces cost and improves quality:

- *Gathering and sharing information with the right people at the right time*
- *Minimizing redundant and re-work efforts*
- *Reducing bottlenecks created by constrained resources*
- *Identifying gaps, overlapping responsibility, and conflicts between projects*
- *Equipping staff with proper training and tools for maximum performance*

Briljent's Operational Model: Integrated Learning, Communication, and Quality (ILCQ)

The project is a success when training leads to the desired performance, communication keeps all stakeholders engaged, and quality is a continuous process. When the solution is architected with all three **integrated**, the **results** are greater than the sum of the individual components.

Learning

We understand that training is more than delivering a lecture or providing a thick binder of paper. Our desire is to achieve outcomes that demonstrate understanding and performance in alignment with business objectives. LEARNING does not occur just because someone has been told something. We assess the learning needs of each organization to ensure that a training program incorporates multiple strategies to leverage different ways that adults learn.

Communication

Proactive, thoughtful communication planning sets the stage for access to information where and when it is needed. We work with you to identify all of the internal and external stakeholders that are crucial for the projects' success. Formal, effective, and concise communication of project tasks, time lines, and status is the primary goal of the project manager; but, it does not end there. Our ability to open communication channels between all stakeholders builds trusting relationships that form the foundation for success.

Quality

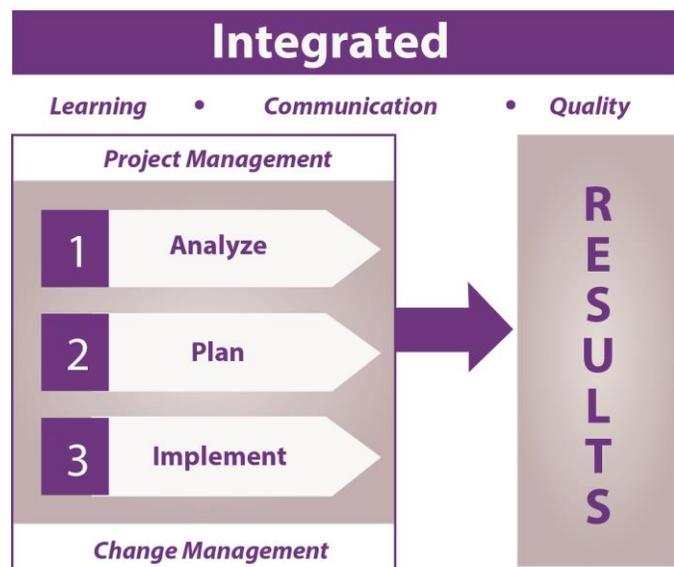
Quality is measured by achieving your performance goals. We ensure the performance goals you desire are in sync with your objectives. We will set up the appropriate process to monitor your progress and adapt as required after analyzing feedback.

We impact people, process, and performance by integrating learning, communication, and quality.

By coordinating multiple training and communication initiatives, Briljent's proven framework streamlines work efforts. As a trusted partner and collaborator, we identify and implement opportunities for continuous quality improvement. We know that training effectiveness must be measured by achieving the desired change in behavior. Briljent's approach draws from best practices in project management, adult learning, change management, and process improvement. We implement what is relevant and effective for your situation. You deserve more than a cookie-cutter, canned, one-size-fits-all solution.

Applying the right strategies aids the learner in retention of content, assists in helping apply the content on the job, and facilitates in recall.

(Kapp, Karl M. "Matching the Right Design Strategy to the Right Content." Association for Talent Development [ATD]. July 2011.)



Benefits of Brilljent

We understand that training is often viewed as a one-time event. The “one-and-done” training approach will not create long-term capability improvement. Brilljent knows that true learning occurs when a systematic approach to the learning process drives buy-in, and ultimately changes attitudes and behavior. Our solution incorporates quality assurance feedback into regular training updates to monitor and improve performance. Additionally, change is unavoidable in any organization. We encourage our partners to leverage the benefits of intentional and proactive change management.

Experience and Expertise	<ul style="list-style-type: none">● Qualified, educated, and trained staff● Subject matter expertise in public health insurance (Medicare, Medicaid, Exchanges), public healthcare initiatives, and private healthcare organizations● Existing networks of relationships● Proven performance in your world● Trusted advisors
Effectiveness	<ul style="list-style-type: none">● Collaboration● Communication● Cohesive, consistent, and accurate information● Increased visibility to project challenges and resolutions● Objective assessments● Responsive feedback cycle
Energy	<ul style="list-style-type: none">● Increased team bandwidth● Reduced redundant and iterative work effort● Synergy of partnership
Economic Benefit	Increased Return on Investment (ROI) for training initiatives: <ul style="list-style-type: none">● Competitive pricing by consolidating through a single vendor● Increased effectiveness allows management to strategically allocate resources● Savings in labor dollars from reduced re-work efforts and unnecessary iterations

Having one partner who understands the training needs and their impacts across your organization allows an objective assessment of individual project efforts, which results in higher quality performance. Of course, this is done in a collaborative spirit because maintaining quality relationships is part of our success. Keeping a focus on individual roles and the impacts of policy, process, and system change is paramount to people achieving (or exceeding) the expected performance goals.

All of this adds up to increased benefits and reduced costs (and less headaches). We help you get the right information to the right people at the right time. We expand the capacity of your team to get more work done, more effectively. We coordinate efforts to maximize your team’s time by avoiding redundant work and meetings, and reducing product iterations. The time saved can be spent on critical strategic planning and decision-making to ensure timeliness, accuracy, and consistency.

We inspire **BRILLIANT POSSIBILITIES**