	MODULE 1	MODULE 2	MODULE 3	MODULE 4	MODULE 5	MODULE 6:	MODULE 7	PERSONALIZED COACHING OPTION	SINFONY OFFICIAL CERTIFICATION OPTION
	Know how to evaluate the effectiveness of the current documentation and training system, and convince decision-makers	Know how to define the Target Doc&Training architecture-oriented Michel, based on business processes	Know how to produce effective video tutorials for Michel that are compliant with regulations	Knowing how to produce impactful digital training content for Michel	Know how to evaluate and define the software architecture (BPM/eDMS/LMS) and IT infrastructure (Servers / Wi-Fi / devices) required for Doc&Training transformation	Be an impactful trainer for Michel, in the classroom and in the field, competent in blended learning	Successfully lead a transformation program (master the specificities of project management and change management in the context of such a project).		
TARGET AUDIENCE	1: Quality manager, system quality manager, documentation manager, training manager, digital transformation project manager, new building engineering project manager				Ditto 1 + IT manager (infrastructure and/or software architect)	Ditto 1 + internal trainers in the laboratory	Ditto 1	Ditto 1	
MINIMUM/MAXIMUM LEARNER NUMBER	Min 10 / Max 30							Min 1 / Max 2 (from the same company)	
PREREQUISITE	No specific prerequisites except those inherent to the position held						Have theoretical foundations in project management and continuous improvement (notion of planning, workload, some notions of change management)	Have completed all or part of modules 1 to 5	
OBJECTIVES OF THE TRAINING	At the end of this training course, the trainee knows how to evaluate the document efficiency rate, the effectiveness rate of the training, and the cost of the Doc&Training system. He/she knows how to identify the arguments and structure them in an impactful presentation to convince his/her leaders or decision-makers that a Doc&Training transformation is necessary and achievable.	At the end of this training course, the trainee knows how to describe a business process, has described a business process of his/her company, and has designed the simplified Doc&Training architecture for this business process. He/she has drafted a first version of the simplified procedure (containing flowcharts and RACI), and established the training paths corresponding to each role of the RACI	At the end of this training course, the trainee knows how to design, film, edit and document video tutorials (with GoPro or screenshot) which are impactful to Michel and comply with regulations.	At the end of this training course, the trainee knows how to design and shoot learning kits on a green background (with or without a video booth), knows how to design, photograph and mount 360° visits, and knows how to intercalate the use of this content in Michel's learning path	At the end of this training course, the trainee knows how to define the application fields of a BPM tool, an eDMS, an LMS and the contribution of each of these tools in the Doc&Training process. He/she knows how to assess the IT infrastructure needs (server, Wi-Fi, terminals) associated with a Doc&Training transformation project. During the training, he/she analyzes the gap between non-digital training and the partially digital training as it would look.	At the end of this training course, the student masters the posture of the trainer and the field trainer who must rely on partially digital content in the training he/she gives. He/she adapts his/her posture to that of the trainer alternating the media (digital, non-digital). During this training course, the trainee analyzes the gap between non-digital training and the partially digital training as it would look.	At the end of this training, the student knows how to make an impact assessment of the changes of a transformation program and knows how to determine the workloads for each person contributing to the project. During training, he/she adapts a standard roadmap of a transformation project to the context of his/her laboratory. He/she acquires a list of arguments to offer in case of resistance to the transformation from the teams. More specifically, he/she acquires the arguments to be deployed in front of an inspector from the health authorities.	At the end of this training course, the trainee will have put into practice the Sinfony methods in his/her laboratory, on a perimeter that can only be defined by him/her.	At the end of this training course, the trainee will have applied the Sinfony methods to practical, real-life situations in his/her laboratory, to a business process that Sinfony will have helped to specify to guarantee the impact of the method.

PEDAGOGICAL PROGRAM	**The training takes place in 5 steps:**
	
	- Understand the causes of an ineffective Doc&Training system
	- Know how to evaluate the cost of the system
	- Know how to evaluate the documentation effectiveness rate
	- Know how to evaluate the training-effectiveness rate
	- Prepare a presentation and convincing arguments vis-à-vis the leadership team.
		The training takes place in 5 steps :
		
		- Know the basics of business process management and know how to describe a process
		- Know how to build a RACI responsibility table with the 9 RACI best practices
		- Know how to write a simplified procedure with flowcharts and RACI
		- Know how to formulate a blended learning training course for each role in the RACI
		- Secure the transition from old documentation to a new one thanks to a structured sanity check
			The training takes place in 5 steps :
			
			- Know the 12 types of videos available
			  Understand the regulations regarding video
			  Shoot YouTube tutorial videos
			  Record screen shot videos
			- Edit videos with Camtasia (and be aware of other editing software)
				The training is done in 5 steps :
				
				- Know the different types of educational content and the recommended use cases
				- Know how to analyze the psychology of the learner, target of the training to be created
				- Know how to build learning kits (video on a green background)
				- Know how to build 360° visits- discover the potential of other digital tools
					The training is done in 5 steps :
					
					- Understand the architecture of the data and content that support the Doc&Training system
					  understand each system individually (BPM/eDMS/LMS) and their contribution to the system as a whole
					  understand why the current systems in the labs have limitations, and what should be a Michel-oriented system
					  list and adapt the functionalities of a combined BPM/eDMS/LMS system
					- Know how to evaluate the infrastructure required to support the future Doc&Training system
						The training is done in 3 parts :
						
						- Part 1: the basics of the trainer's posture and adult training
						- Part 2: being an impactful trainer
						- Part 3: being an effective field trainer
						Every part contains between 3 and 5 modules, aimed at developing the right attitude of the adult trainer, taking into account the presence of digital content
							The training is done in 5 steps :
							
							- Know how to define the gap between the target Doc&Training system and the current situation
							- Know how to analyze the impact of changes on 10 axes, and deduce change management actions
							- Know how to evaluate the 70 typical risks of a transformation project
							- Build a roadmap to integrate into the lab's quality plan
							- Know how to evaluate the associated workload.
								Coaching takes place in the form of 20, one-hour sessions of distance coaching.
								
								During each session, the trainee comes with any questions or problems they have encountered. The Sinfony coach helps the trainee find the answers.
								
								A complete report is produced for every session.
								
								The coach uses a competency grid based on the knowledge acquired by the trainees during modules 1 to 5 and notes the progress on these skills as the sessions progress.
									The accompaniment takes place in the form of support given on a project chosen by the trainee.
									
									The Sinfony coach occasionally accompanies the trainee in the form of remote coaching for theoretical questions, and face-to-face during the first shooting sessions. The Sinfony coach is present during the first 2 internal review meetings in the lab (with QA, prod, etc.) of the content produced by the trainee.
									
									To qualify for certification:
									The contents of the pilot scope produced by the trainee must be effective in the field.
									The trainee must have demonstrated they have acquired all the skills of modules 1 to 5.

TECHING METHOD	The training course is face-to-face, provided by a certified Sinfony trainer. The exercise to increase awareness of the causes of the inefficiency of the system is carried out using a game. Theoretical concepts are transferred mainly by watching educational videos, followed by discussions. For cost and efficiency evaluations, calculation templates are provided to the trainee that he/she uses with data from his/her lab. The exercise consists of applying the template with the actual data. The presentation for managers is built by the trainee from a template that is then customized. Some trainees must present their presentation to the audience that simulates the role of skeptical leaders. Acquisition of the concepts is evaluated at the end of the day using a quiz	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. For the application of good practices of process description and RACI, there are two exercises: find errors in documents prepared by the trainer and build a flowchart and RACI from documents in the trainee's lab. The conception of the training courses for each role of the RACI is done from a library of examples to be adapted. One or more trainees must then defend before the assembly, the training courses created. Acquisition of the concepts is evaluated at the end of the day using a quiz	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. Filming and editing are done with concrete application exercises made by Sinfony Acquisition of the concepts is evaluated at the end of the day using a quiz Trainees are given lists of recommended hardware and software, which they can compare with those available in their lab.	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. Filming and editing are done with concrete application exercises using the equipment made available by Sinfony. Acquisition of the concepts is evaluated at the end of the day using a quiz. Trainees are given lists of recommended hardware and software, which they can compare with those available in their lab.	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. The understanding of each system is done by demonstration of the BPM / eDMS / LMS tools retained by Sinfony. Trainees have lists of features at their disposal on which they can evaluate their lab's tools. The exercise to increase awareness of the problems of access to information by Michel is carried out using a game. The sizing of the target infrastructures is done from a sizing template provided by Sinfony, which the trainees adapt to the configuration of their lab	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. The integration of each concept (such as the use of voice, body, managing the room, the ability to give feedback) is done by demonstration, stage play in front of the public, and role-play in pairs or small groups. Acquisition of the concepts is evaluated at the end of the day using a quiz.	The training is done face-to-face, provided by a certified Sinfony trainer. The theoretical concepts are transferred mainly by watching educational videos followed by discussions. The acquisition of the concepts is confirmed by a scenario that lasts all day. As a group, they have to transform a laboratory, but each individual plays a key role (site manager, production manager, QA, project manager, operator, etc.). Together, they must build a roadmap that can be presented to the Vice President of Operations. For which they have to get the green light. Acquisition of the concepts is evaluated at the end of the day using a quiz.	See above	See above
MEANS AND MATERIAL MADE AVAILABLE	1 room with Wi-Fi, flipchart, projector, speakers. Each trainee must bring his/her PC from his/her lab. Every trainee has access to the Sinfony LMS to view the concept videos, load the templates, and take their quizzes. The trainee then has permanent access to the Sinfony LMS after the session, with personalized codes. When video shoots are required, the room is equipped with means of filming (Go-pro, video booth) and editing (PC equipped with editing software (1 for 3))							Remote connection between coach and trainee file sharing system.	Remote connection between coach and trainee file sharing system. Possibility for coach to come to trainee's site.