

# Zero-Memorization Checklist

## Before Training

### Knowledge Base

- |   |   |
|---|---|
| <input type="checkbox"/> Keyword searchable   | <input type="checkbox"/> Addresses 80% of situations                              |
| <input type="checkbox"/> Employees can access and use guides to independently handle situations | <input type="checkbox"/> Easy to use (visual, clear, concise, logically laid out) |

### Scenarios

- |   |   |
|---|---|
| <input type="checkbox"/> Realistic (from actual situations at work)                     | <input type="checkbox"/> Different levels of difficulty                 |
| <input type="checkbox"/> All scenarios can be handled by referencing the knowledge base | <input type="checkbox"/> Written down in PPT or Word for instructor use |

### Channel for Discussion

- |   |  |
|---|--|
| <input type="checkbox"/> Classroom or web-based option reserved (e.g. Zoom) | <input type="checkbox"/> Tool for writing answers down (e.g. Word or chat) |
| <input type="checkbox"/> Talking points for each scenario                   | <input type="checkbox"/> Instructor knows how to facilitate discussion     |

### Sandbox

- |  |  |
|--|--|
| <input type="checkbox"/> Sandbox environment is set up (or practice records are available) | <input type="checkbox"/> Example records exist that match scenarios                                |
| <input type="checkbox"/> Employees have access to the sandbox                              | <input type="checkbox"/> Sandbox closely matches the experience employees will have after training |

# Zero-Memorization Checklist

## During Training

### Introduction

- |  |   |
|--|---|
| <input type="checkbox"/> Ice breakers/get to know you activities | <input type="checkbox"/> Overview of roles and responsibilities |
| <input type="checkbox"/> Overview of systems being used          | <input type="checkbox"/> Overview of company                    |

### Scenarios

- |   |   |
|---|---|
| <input type="checkbox"/> Ask questions and sit back, letting employees find answers in knowledge base | <input type="checkbox"/> Ask employees to formulate responses and write down if appropriate |
| <input type="checkbox"/> Have employees to follow instructions in knowledge base                      | <input type="checkbox"/> Offer coaching and feedback on soft skills during scenarios        |

### Knowledge Base

- |   |   |
|---|---|
| <input type="checkbox"/> Employees can find correct guides when searching   | <input type="checkbox"/> Guides are accurate and are easily followed                |
| <input type="checkbox"/> Search is optimized if employees cannot find articles (ask what they are searching for)    | <input type="checkbox"/> Guides are optimized if inaccurate and not easily followed |
| <input type="checkbox"/> Employees can completely address all the scenarios just by using the knowledge base guides |   |

# Zero-Memorization Checklist

Post Training

## Knowledge Base

- |  |   |
|--|---|
| <input type="checkbox"/> Employees can find correct guides when searching  | <input type="checkbox"/> Guides are accurate and are easily followed                                    |
| <input type="checkbox"/> Search Queries are reviewed to confirm employees are able to find what they need                    | <input type="checkbox"/> Guides are optimized if inaccurate and not easily followed                     |
| <input type="checkbox"/> Employees can completely address situations that occur during the work day using the knowledge base | <input type="checkbox"/> New guides are created to address situations that have not yet been documented |
| <input type="checkbox"/> Guides are updated when there are changes in procedures, policies, or processes                     | <input type="checkbox"/> Guides are updated to address any mistakes that are being made in operations   |