

Capability-Based Curriculum

Connecting learning experiences to the capabilities and performance expectations required for successful job performance.

DESIGN PRINCIPLE

Organize the curriculum around what employees must be able to do, not simply the content they must complete.

BUSINESS INTENT

Create a clear line of sight from capability development to application, readiness, and sustained performance.

FROM CAPABILITY TO PERFORMANCE

CAPABILITY	LEARNING	PRACTICE	APPLICATION	PERFORMANCE
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CURRICULUM ALIGNMENT

CAPABILITY	LEARNING FOCUS	LEARNING EXPERIENCE	APPLICATION	MEASURE OF READINESS
Role Knowledge	plan design, policies & processes	Facilitated learning + self-paced content	Scenario-based practice	Knowledge assessments
Systems & Tools	Core systems, resources & documentation	Demonstrations + guided practice	System simulations	Skill observations
Communication	Empathy, questioning & de-escalation	Modeling + role-play	Simulated conversations	Evaluation rubric
Case Management	Documentation, task management & case progression	Case-based learning	Practice cases	Quality review
Decision-Making	Resource use, judgment & problem solving	Scenarios + collaborative problem solving	Complex case application	Performance evaluation
Member Experience	Trust, ownership & issue resolution	Call listening + coached practice	Live application	Quality + experience measures

The curriculum is designed backward from performance expectations, so every learning experience has a clear purpose, application, and measure of readiness.