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# MAP™

## Managed Accountability Plan

### What If?

- What if you invested thousands of dollars in training and it didn't work?
- What if there was a way to guarantee that your learning objectives were met?
- What if there was a way to create lasting cultural change and behavioral shifts to reach optimal performance?

***MAPs are the answer!***

### What is a MAP™?

A MAP (Managed Accountability Plan™) is a web-based module of five, interactive units of e-learning that ensure performance results meet business objectives. Collectively, MAPs are an organized library of web-based e-learning programs, providing a comprehensive blend of self-directed learning, application activities, and Accountability Application Meetings facilitated by a live Coach. Upon completion of each MAP, Learners will exhibit a mastery of mission-critical skills, knowledge, and behaviors with their Coach. MAPs also build a common language, structured continuous learning, accountability, and process for maximizing employee performance. MAPS are also organized in the order in which Learners would increase their probability of successful outcomes.

MAPs provide both customized and off-the-shelf blended learning systems that typically follow a classroom training roll-out. They may also stand alone as a continuous e-learning managed accountability plan. They contain informational on-line content, quizzes, Application Activities, and Coach-facilitated Accountability Application Meetings leading to Learner certification. Organizations license the entire Chart Learning Solutions library for a designated period, completing one MAP per month.

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# M.A.P.™

## Managed Accountability Plan

### Benefits of Chart's MAP system:

1. Provides a structured, activity-based coaching system for supervisors, managers, directors, trainers, or lead personnel to facilitate on-going employee learning targeted at specific performance objectives
2. Converts classroom or other web-based training into desired real-world performance results
3. Certifies that new skills, knowledge, attitudes, and behaviors are fully integrated into the workplace
4. Pinpoints and corrects ineffective behaviors of poor performers—may be used in performance reviews to more accurately assess individual contributions, as well as flagging career stallers and blockages
5. **TAPs** into potential by identifying:
  - a. **Top Performers**—enhances performance of top producers to keep them at high levels
  - b. **Average Performers**—identifies and accelerates migration of average performers into top producer levels
  - c. **Poor Performers**—identifies poor performers, moves them into Average, and eventually into Top Performer levels
6. Organizes vital resources into one comprehensive step-by-step plan
7. Provides consistency of learning content, systems, and processes
8. Increases bottom-line results by holding learners accountable for desired skills, knowledge, attitudes, and behaviors, resolving performance gaps
9. Eliminates typical causes of poor performance = LACK:  
**L**ack of Leadership  
**A**ccountability  
**C**oaching  
**K**eeping Consistent

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# **M.A.P.™**

## **Managed Accountability Plan**

### **How MAPs Resolve Common Performance Issues**

- Reduces training costs while increasing accountability
- Increases training effectiveness, learning retention, and application of skills
- Creates structure out of hit-and-miss approaches
- Provides a common language and continuity of process for driving results
- Eliminates duplication of effort
- Allows for blended learning of resources, i.e. classroom, internet, video conferencing, teleconference, CDs, DVDs, and virtual classrooms as needed
- Integrates divergent resources into one organized plan
- Creates consistent measurements to monitor progress and results
- Coordinates divergent efforts into a unified, efficient system
- Augments and extends training into unlimited locations via the internet
- Compresses training time—one day of learning condensed into 2 hours
- Reaches unlimited learners through internet delivery platform, 24/7