MEDICARE SALES SUPPORT TRAINING

BACKGROUND

The client requested an update to their current training to help improve and support their learner's retention and to lessen staff turnover issues, in addition to providing a more consistent learning experience for the various contractors/employees that are hired and trained throughout the year. The client also wanted to have the flexibility to train in-person at multiple locations and/or remotely as needed.

The current three-week training includes one week of company culture, Medicare, and products training, followed by two weeks of systems training, hands-on, and certifications. Our team had five weeks to improve the current training, so we focused on the week one training content. The goal was to improve the current training, make it more engaging, and give it a refresh and consistency.

AUDIENCE

Learners are adults ranging in age from 21 to 65 who work in a call center environment. Common characteristics of current learners include:
- Various cultural backgrounds and education
- Some computer skills
- Enjoy working in a call center environment

SOLUTION

After our team conducted a needs analysis and reviewed existing content, our focus was on week one training and creation of a systems cheat sheet that would be used as a support resource for the following weeks. Because the content in week one was complicated and content heavy, our goal was to make the training more interactive and fun by utilizing the Learn, See, Do, Prove, Support it framework.

The final week one course included the following activities to help educate the call center representative about the company culture, Medicare, products, and systems:
- Participant guide
- Daily reflection
- Recorded calls and scripting activities
- Daily Kahoot question activities
- Journey maps
- Role play
- eLearning activities in Articulate Rise
- BINGO card tied to Prove it activities (final rewards given by client)
- Systems Cheat Sheet (proprietary systems – sample not included)

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BRIGHT IDEAS IN TECHNICAL & BUSINESS COMMUNICATIONS

The following table of contents image is from the participant guide. This is not a complete listing of all the content or activities that were included in the training.

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SAMPLE OF **BINGO** BOARD ACTIVITY

The following image is from the BINGO board created to keep the participants engaged throughout the week. Each time a participant proved they did an activity successfully; they earned a BINGO square. BINGO winners could earn a daily and/or weekly reward. (Gray blocks on image included to show earned squares.)

Prove It! BINGO Card

B Day One	**I** Day Two	**N** Day Three	**G** Day Four	**O** Day Five
B 1 Successfully set up your computer during the morning session.	**I 1** Get at least 8 of 10 questions right on the Medicare Overview Kahoot.	**N 1** Send screenshots of first-attempt tally scores from the Make the Connection activity (A & B) to your SME. Highest score wins.	**G 1** Get all questions correct in the Meet an Agent: Harold activity and send screenshot of your answers to your SME.	**O 1** ■
B 2 ■	**I 2** Get at least 8 of 10 questions right on the (TBD) Kahoot.	**N 2** ■	**G 2** ■	**O 2** ■
B 3 During the How to Use Teams session, successfully demonstrate ability to use Teams functions for meeting participants (e.g., chat, raise your hand).	**I 3** Be one of the top 3 points earners in the Medicare Overview: Parts are Parts! round robin activity.	**N 3** When asked, be the first to correctly define what Effective Listening is.	**G 3** Send screenshots of first-attempt tally scores from the Make the Connection activity (C & D) to your SME. Highest score wins.	**O 3** Share what you liked best and found most challenging in the Now You TRIAD activity with your SME via chat.
B 4 Send a screenshot of your completed Culture Connection	**I 4** Be the first person to volunteer to do the teach-back in the "An	**N 4** Get a perfect score on the Member Journey Kahoot.	**G 4** Volunteer to help read one of the Enrollment Opportunities call	**O 4** Be the first to volunteer to share your screen to create

eLEARNING ACTIVITY

The following image is from the eLearning created in Rise. To access the full activity, click here.

Make the Connection Activity: Medicare Parts A and B

Let's Get Started!

Instructions

By completing these sorting and matching interactive activities you will make the connection and apply what you learned about Medicare Parts A and B.

To get started:

1. You have **20** minutes to complete all of the drag-and-drop activities.

2. Follow the instructions for each of the three activities.

3. Remember to take a screen print of your score for each activity to share with your SME in an email. You may also record your number of correct answers in your Participant Guide in the Make the Connection activity for day 3.

4. Click the CLICK HERE TO START THE FIRST ACTIVITY BELOW button

You might win a BINGO square for the highest number of correct answers.

CLICK HERE TO START THE FIRST ACTIVITY BELOW

INTERACTIVE ACTIVITIES

The following partial image is an example of an interactive activity the participants accessed via the training and participant guide.