SAMPLE · FICTIONAL EXAMPLE

BLITZ LEARNING · BLITZPRISM™ EVIDENCE CATALOG

Manager guide and objectives

Gives managers what they need to support learning on the job: a guide for each major program and objectives that include supporting their team's learning.

This is a made-up example to show the format. Example Co (fictional) is not a real organization, and every name, date and figure here is invented. Nothing in it is a benchmark or a real result.

PROGRAM **Complaint handling practice**	GUIDE OWNER (ROLE) **Head of L&D**
VERSION AND DATE **v1.0, 20 Feb 2026**	MANAGERS COVERED **All customer service team leads**

What the program is for

Helps new agents resolve more complaints themselves, so fewer reach team leads.

Before the program

Ask: 'Which complaint calls are hardest for you right now?' Agree one thing to practice.

After the program

In the next two weeks, listen to one complaint call and give feedback using the call guide.

Signs it is working

Fewer escalations of complaints the agent could resolve; agents using the call guide wording.

Manager objective wording

'Supports each team member to apply new skills on the job, with a before-and-after conversation for every required program.'

What this evidence shows in the BlitzPrism™ diagnostic

- **12. Workflow and manager support, Level 2 (Defined):** A manager guide for each major program.
- **12. Workflow and manager support, Level 4 (Integrated):** Manager objectives that include supporting their team's learning.