Expanding Learning Capacity

Self Service Learning Model - KJ Instructional Design Portfolio Sample

I helped create a self-service model that enabled business teams to take greater ownership of their operational training. Learning operations support, development guidance, and technology resources helped teams move projects forward while L&D maintained consistent learning practices and reserved more time for larger initiatives.

Project	Details
Audience	Operational teams, internal experts, and leaders developing training
My contribution	Learning consultation, tools training, train-the-trainer support, and project management
Tools and methods	Self-service resources, PowerPoint, video development tools, job aid templates, SurveyMonkey, and Power BI

The challenge

How can a small L&D team maintain quality and consistency across an organization while responding to a wide range of learning needs? A centralized team cannot personally develop and deliver every operational training project. Business needs move quickly, and operational teams often hold the technical expertise, but knowing a process does not automatically make it easy to teach.

Without guidance, training can become inconsistent, overly complex, or dependent on individual employees. Requiring L&D to handle every development step can also leave teams waiting for support and limit the time available for larger projects.

The self-service model addressed this by giving operational teams guidance and development skills, with access to specialist support where needed. L&D could support smaller training initiatives and maintain learning standards without building every project centrally.

My role and approach

I helped develop self-service programs for employees and leaders creating a self-service model. I consulted with leaders to define learning goals, helped teams organize their expertise, and taught them to develop their own webinars, videos, and job aids.

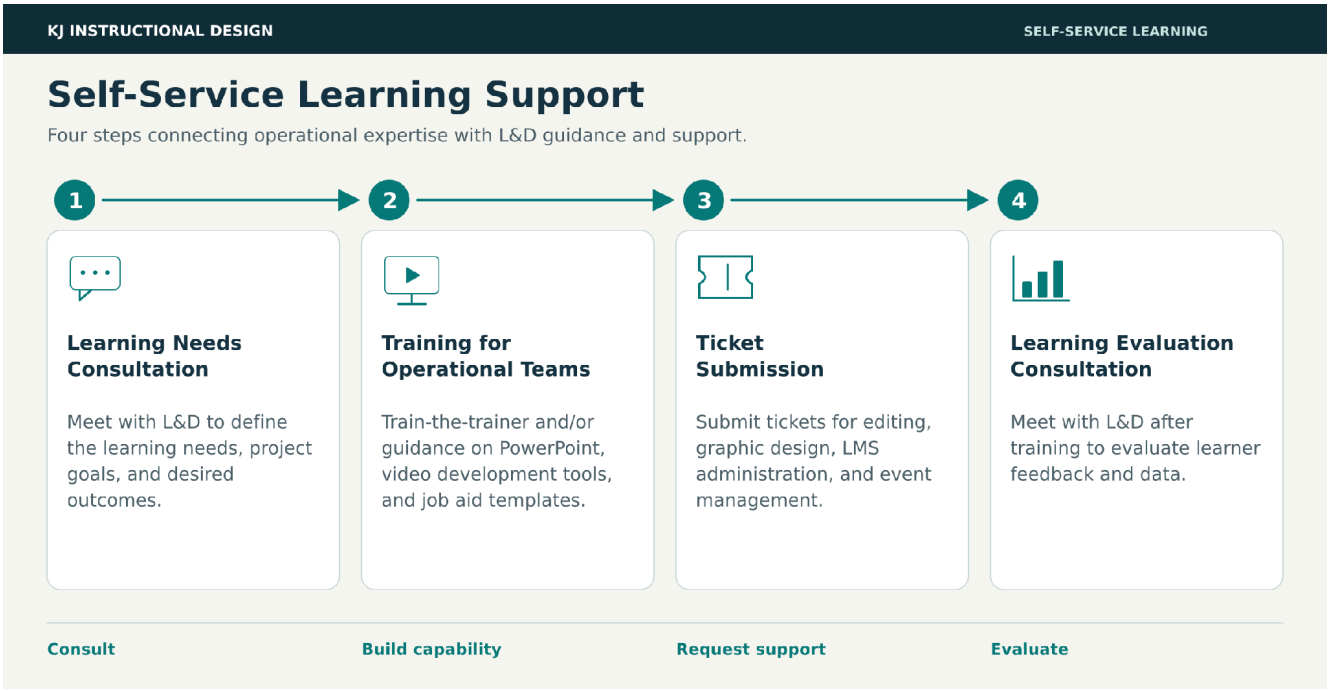
Teams could then submit tickets for assistance with video editing, graphic design, and LMS administration. My work also included train-the-trainer support, project management, and consultation using learner feedback and reporting to identify improvements.

The design principle

Give business teams the support they need to develop effective training independently, with guidance that maintains learning quality and consistency. Reserve L&D capacity for work that needs more extensive design and development support.

How the support model worked

The model provided support at defined points in the training process. Teams could develop their own materials between consultations and request specialist assistance when needed, with L&D providing guidance on learning goals and best practices.



Portfolio graphic showing the four stages of support. It illustrates the process described here and does not reproduce an original employer artifact.

Learning needs consultation

I partnered with leaders and internal experts to define the learning needs, goals, and desired outcomes. We identified what employees needed to learn, what could wait for a future course, and which details belonged in a supporting resource.

Train-the-trainer and development support

With the learning task defined, the operational team could create the materials using the development tools and L&D guidance provided. If specialist production support was needed, the team could request it through the ticket process. Additionally, regular train-the-trainer events would help new trainers develop their presentation skills. This allowed operational teams to retain project ownership and keep the work moving.

Self-service learning and train-the-trainer support addressed related needs. Self-service guidance helped teams create operational learning; trainer support helped internal experts deliver it. Together, they enabled more training work to be carried by the teams closest to the subject matter.

Learning evaluation consultation

After training, leaders would meet with L&D to evaluate learner feedback and data. Survey feedback and Power BI reporting supported consultation on improvements.

Part of the model	L&D support
Initial needs analysis consultation & guidance	Meet with leaders and SMEs to define the learning needs, goals, and desired outcomes. Advise on content organization & best practices.
Self-service development	Teach teams to create webinars, videos, and job aids using development tools, templates, and technology resources.
Train-the-trainer	Support internal experts preparing to deliver learning through learning strategy consultation and project management.
Feedback and reporting	Consult with teams on learner feedback and improvement opportunities using SurveyMonkey and Power BI.

The result

Business teams were better equipped to create and deliver operational training independently. They could move forward using the skills and resources provided, then request L&D assistance at specific points rather than waiting for the team to be available for every step.

This allowed L&D to support more training initiatives while maintaining consistency without developing every project centrally. Matching support to each project's needs also preserved more time and energy for larger initiatives requiring substantial L&D involvement.

Intended outcomes and evaluation

Intended outcome	Measurements
Greater team independence	Project tracking - Projects developed by operational teams and the points where L&D assistance.
More consistent learning	Review of learning goals, content structure, learner practice, and feedback.
Support matched to project needs	Types of tickets submitted and whether the support resolved the team's needs.

Intended outcome	Measurements
Capacity for larger initiatives	L&D time allocated to larger projects alongside the operational training supported.
Less waiting during development	Time between project stages and delays related to availability of L&D support.

Skills demonstrated

Train-the-Trainer | Learning Strategy | Knowledge Management | Learning Operations | Performance Consulting | Learning Technology | Project Management | Feedback and Reporting

Confidentiality

Original project materials are owned by my previous employer and are not reproduced here. This case study describes my contributions; the graphics and examples were created for the portfolio. I respect client and employer ownership and confidentiality and am happy to discuss the project in more detail.