



Professional Services Welcome Packet

Welcome!

We have created step-by-step instructions for how to properly prepare, capture, format, and submit your content. This Welcome Packet offers a quick overview of our journey together. Feel free to check out the links provided for more information.

If you have any questions, please contact support@cadlearning.com, and we will be happy to guide you through the process.

The Workflow

1. With your outcomes in mind, we strategize with you to streamline and map your content needs.
2. [Collect and capture](#) your unique workflows. Then, submit your assets to us.
3. We transform your assets into engaging and impactful content.

Sharing Your Assets

We keep all your project assets in one easily accessible location with Microsoft Office 365 SharePoint. See [Setting Up SharePoint](#) for a quick walk-through on how to access and upload your raw assets to your unique production folder.

Your Content, Your Way

It's your content – we want you to be happy with it. That's why our approval process puts your team in the driver's seat for reviewing questions, scripts, narrations, and final content.

To get the process started, once in your portal, you'll need to assign users so they can access our approval features and review specific content. Check out our [Content Approval Process](#) to see how to get your subject matter experts and other stakeholders on board.

Small Steps, Big Impact

Let's face it. Creating effective content is hard, especially when you want your teams engaged and performing. That's why we champion atomized content.

What's atomized content? It breaks workflows into standalone pieces, so you can deliver the knowledge your team needs right when they need it.

To create the most effective content, assets should:

- Explain ONLY one aspect of your workflow or process
- Run an **average length of 2 to 3 minutes**
- Demonstrate the task, step by step

If you need help determining whether an asset is too long or short, we're here. To learn more about what goes into creating impactful content, take a look at our [Lesson Planning guide](#).

And if atomized content isn't for you – don't worry, we'll meet your needs whatever they may be.

Accelerated Capture

We quickly turn your raw assets to gold using our cutting-edge Accelerated Capture process. Your experts can take a load off, leaving it to us to create quality content that aligns with your vision. Set yourself up for success by reading through the [Accelerated Capture guide](#).