Example Job Aid Sharon Link, Ph.D.

Job Aid Title: "5-Minute Reset: Handling Device Error Inquiries with Confidence"

Type: Microlearning Job Aid

Format: 1-page downloadable PDF or LMS-ready printable

Target Audience: Customer Care Specialists

Purpose: Provide just-in-time, easy-to-access steps for troubleshooting common device issues

reported by patients—designed for high-pressure call center environments.

Why This Job Aid Works for the Role:

- **Demonstrates agile design** in a high-change, fast-response customer environment.
- Shows clinical-product alignment with user-facing technical details.
- Reflects adult learning principles (minimalist design, confidence building, reinforcement).
- Uses microlearning to support just-in-time access and re-learning in a modular way.
- Aligns with the job description's call for **job-relevant**, **self-serve resources**.

Sample Job Aid Structure:

♦ Title: "5-Minute Reset: Handling Device Error Inquiries with Confidence"

1. Identify the Error Code

Ask the caller for the 3-digit device error code (e.g., E101). If unknown, ask what they see on the screen.

2. Reassure the Caller

Script example:

"Thank you for sharing that. This is a common issue and can usually be resolved quickly."

3. Check Known Fixes (Top 3 Codes)

Code	Likely Cause	Quick Fix
E101	Battery connection issue	Reseat battery; restart device
E202	Sensor misalignment	Guide patient to reposition sensor
E301	Firmware sync delay	Confirm Wi-Fi and retry pairing

Example Job Aid Sharon Link, Ph.D.

4. Confirm Resolution or Escalate

If resolved, reinforce:

"You did a great job walking through that. You're all set!"

If unresolved:

"Let me escalate this to our clinical support team to ensure everything is taken care of."

5. Log the Call in CRM

Use dropdowns:

"Error Code," "Resolution Provided," "Escalated to Clinical?"



Bookmark this job aid on your desktop or keep a printed copy near your station. Most errors resolve with one of the top 3 fixes.



WeightWatchers

Part Four: Move it or Lose it Activity Assessment

Receive a weekly activity *PointsPlus* goal of 14 in the meeting room. Then head to the site for a more personalized goal that is based off the activity your members already do.



Part Four: Move it or Lose it Activity Tracker

- The Activity tracker lives in the Plan Manager and is part of the PointsPlusTracker
- eTools users can look up specific activities, workouts or videos and find the activity PointsPlus values earned for completing them.
- Members can swap Activity PointsPlus values for Food PointsPlus values. They can choose to swap daily, weekly or not at all. Head to "Settings" to customize
- Those who love to walk and use a pedometer can track their steps by inserting their average stride length and # of steps taken.



Part Four: Move it or Lose it Fifness Content

- The Fitness section is designed to help subscribers broaden his or her horizons when it comes to activity.
- There are articles which help members find a new workout, start a walking program or learn what Pilates is all about.
- Members can watch and print out complete workouts to do at home or the gym.
- Users can take some time to watch the carefully created exercise demos to get ideas to try at home or at the gym.



Part Five: Inspire and Be Inspired Community

- Making new friends is easy with the Weight Watchers Community.
- Users can create their own profile page, upload photos, keep up with friends, and participate in their own groups and challenges.
- Members can also share their personal story with the Community by writing their own blog. (See image at top right).

Part Five: Inspire and Be Inspired Community



Part Six: eTools for Men

Guys approach the daily challenges of losing weight differently than women do, eTools has a site just for men that offers them resources like:

- · Health & nutrition guides just for men
- · Expert gear and gadget reviews
- Tips from real guys who have been successful
- Meal ideas for foods guys actually want to eat



- Weight Watchers

Part Two: Recipe Builder

The beauty of the Recipe Builder is that members can input all their ingredients into the Recipe Builder and it automatically calculates the *PointsPlus* value. Members can lighten beloved recipes to make them more plan friendly. If the time was taken to create lightened versions of any recipe, save and store under the *View my recipes* tab.

Don't forget to share with others. Take a photo of your masterpiece and share it with the Weight Watchers Commu**Y**iity.

Visit the Food & Recipe section to get the latest information

Part Two: Recipe Builder

Recipe of the Day

- Menus for events like Picnics, Bridal Showers and Holidays
- · Tips on Eating Out
- Starter shopping lists
- · Videos on How to Cook

Dig deeper into the Recipes & Menus section to browse the recipe collections such as zero *PointsPlus* recipes and vegetarian recipes.







Part Three: The Weight of the Issue Weight Tracker

One phenomenal tool designed exclusively to help members record their weekly weigh ins. Every member should feel proud of their accomplishments. At the bottom of the page there is a key explaining what each successful milestone means.

Users can also track measurements like dress and hip size for women and chest and neck size for men.

And if your member attends a CHAMP center, they can see their weight automatically get sent to the site. They don't have to track it themselves.

Earn milestones for a job well done!



To Remember

- Weight Watchers

Part Seven: Take Weight Watchers with you... Weight Watchers Mobile

Weight Watchers iPhone and Android apps allow members to track and calculate PointsPlus® values, log their weight, and get great food ideas. They can also update their community status, and upload photos to their profile page.

Our mobile weight loss tools are now optimized for the iPad.Members can get and track *PointsPlus* values, log weight, get food and activity ideas and more.

Weight Watchers Barcode Scanner app is available on your iPhone or Android. Scan barcodes on food packages and get accurate *PointsPlus* values for thousands brand name foods. Members can quickly compare products, send to Tracker and add as a favorite.

Weight Watchers Kitchen Companion iPad app is designed to help members cook more and make healthier cooking and shopping decisions. The app is to be used in the kitchen during the cooking process of an actual recipe with easy to follow instructions, videos and cooking timers.

NOTE: All mobile tools are FREE with a Monthly Pass or e Tools subscription.





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SumTotal[™] LMS from CLS

5. Accessing Your Training Transcript

 From the *Learn* menu, highlight Learning Activity Reports, and then click Training Transcript.



6. Searching the Catalog

- 1. From the *Learn* menu, click **Catalog** to access the Catalog page:
- On the Catalog page, enter your search criteria in the Search box.
- SumTotal[™] searches for the exact, wholeword matches (not case sensitive).
- Separate search words using a space.
 Filters will search results to include all records that contain all search words.
- The asterisk (*) is a wildcard character and can be used as a substitute for any character (i.e. typing "Train*" in the Search field will yield training, trained, and trains, in the Results screen).



Frequently Used Terms

Training Analysis – Only a course that has been assigned by management and/or assigned as part of a job function will be visible in this section. To launch a course, assessment or curriculum, select Assess → Training Analysis

Catalog – You may conduct a search in the catalog (where all courses and curriculums reside) and launch them from the catalog. – see Section 6, "Searching the Catalog."

Training Schedule – A course/curriculum that has had some interaction with the learner, such as registering for a course, a course that is "In progress," and/or has been completed may be started/re-started from the Training Schedule area. To see your schedule, select Learn → Training Schedule. Use the "View" menu to fine tune your search.

Celgene – Global Clinical Learning Services 110 Allen Road Basking Ridge, NJ 07920 ClinicalLearningServices@celgene.com



Clinical Learning Services (CLS) introduces The SumTotal[™] Learning Management System (LMS)



- 1. How to Access
- 2. Launching eLearning Courses
- 3. Registering for a Training Class
- 4. Launching a Training Curriculum
- 5. Accessing Your Training Transcript
- 6. Searching the Catalog

SumTotal[™] LMS from CLS



Easily accessed from the Celgene home page

1. How to Access

- Scroll down the left hand side of the Celgene intranet homepage and click on Medical Operations.
- Next please click on the Training link found within the Helix.
- 3. Once on the Training Page, click the **SumTotal** link to access the **L**earning **M**anagement **S**ystem.
- 4. You will automatically be logged into the system, no <u>username/password</u> required. In the event that you are prompted for a username and password, please email: <u>ClinicalLearningServices@celgene.com</u>

2. Launching eLearning Courses

 You can launch a course from the Learn Menu → Catalog screen.

NOTE: Perform an open ended search and sift through results or enter the exact title of the course you are looking for.

2. Once you find the course you want to take, click the **Start** button stort to launch the content.

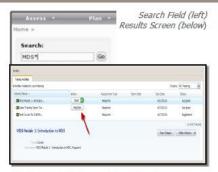


Start courses as soon as they are located

3. Registering for a Training Course or Class

 On the *Home* screen, click inside the Search field and type the name of a specific course or curriculum.

NOTE: If a course has already been assigned to you, you can locate it in the *To Do* list on the *Home* page.



4. Launching a Curriculum

NOTE: When launching from a curriculum, no *Start* button will be visible if the curriculum is collapsed.

2. To expand a curriculum, click the **triangle** in front of the *Curriculum name* and courses within the curriculum will appear with a *Start* button to the right of the course name.



Expand a curriculum and access multiple courses



