



CAT-i Communications
And Training *international*

Safety and user documentation cannot be separated!

Usability Mapping® Online Workshop

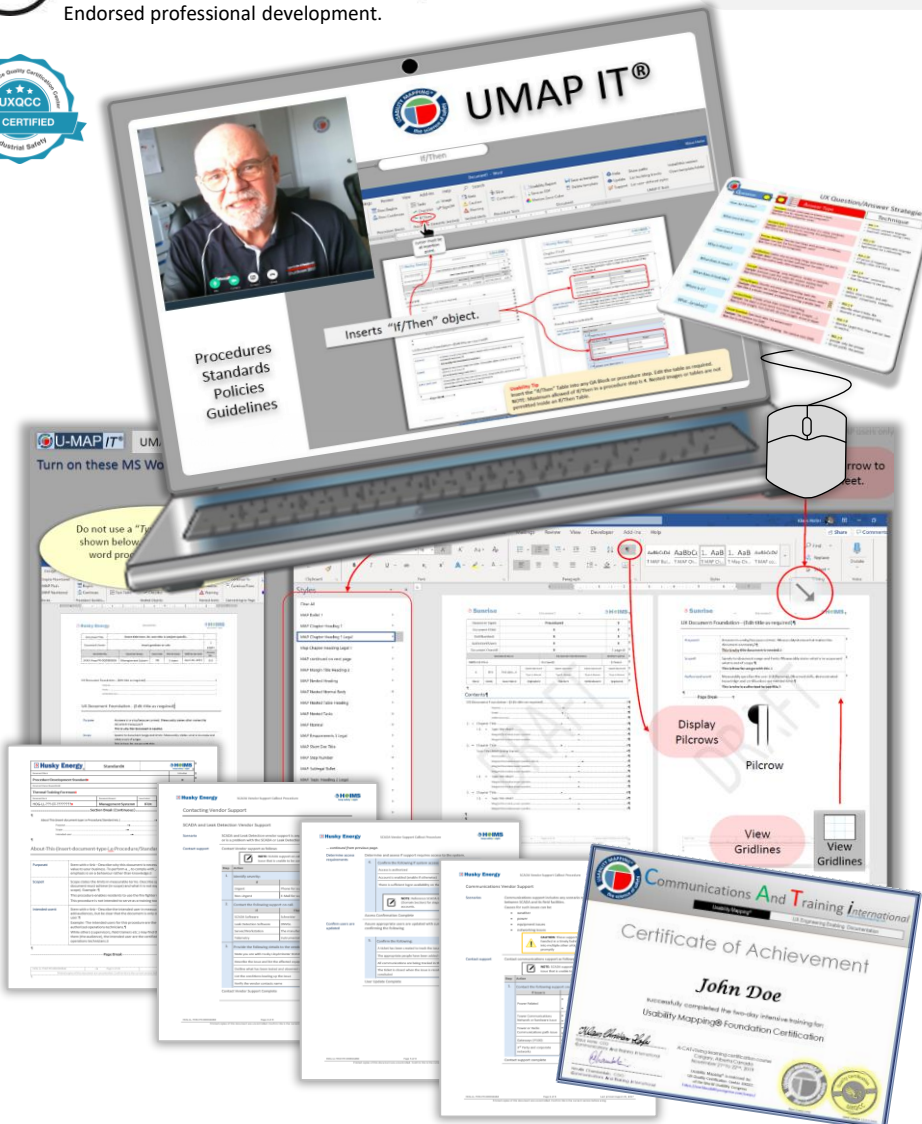
Industrial safety and user documentation



For specialists creating documents instructing others to do things.

Learn to usability engineer user documents

Procedures – Standards – Policies - Guidelines



Session 1
3 hours

- 1 The Science of Safety and Human Performance
- 2 User Emotions, UX Foundation and Goal Posts
- 3 PQA Zoning and Question Answer Patterns
- 4 UMAP IT: Set-up and Build a Sample Map

Assignment: Query zones, blended content, UMAP IT®

Session 2
3 hours

- 5 Content Management and Hierarchies
- 6 Voice, Language, and Controlling Reading Grades
- 7 Cognitive Links, Echo Effect and Overload Control
- 8 UMAP IT: Segment Content and Notation

Assignment: Segmenting and overload, UMAP IT®

Session 3
3 hours

- 9 Psychology, Comprehension Control and Stress
- 10 UMAP IT® Building a Complex Procedure

Assignment: UX Engineering Complexities, UMAP IT®

Session 4
3 hours

- 11 Document Planning, Workflows and Auditing
- 12 Usability Auditing, Quiz and Planning Ahead

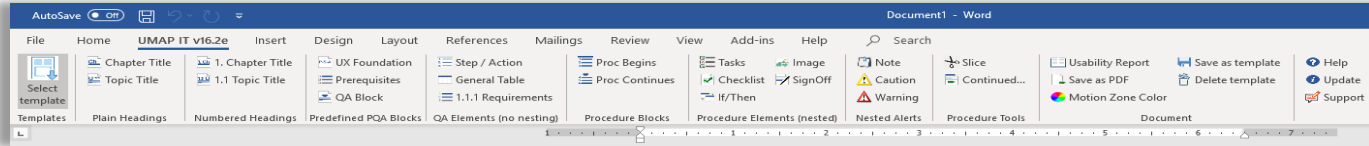


Usability Mapping® Master Certificate

Online or onsite one-on-one coaching with



- ✓ [Procedure Capture for Operators](#)
- ✓ [Usability Mapping Foundation Certificate](#)
- ✓ [Usability Mapping Master Certificate](#)
- ✓ [Usability Mapping Document Engineering Services](#)
- ✓ [UMAP IT Software](#)



Online or onsite live one-on-one coaching

Acquire full competence in Usability Mapping® with UMAP IT®.

Class size

Minimum: six participants.

Maximum: eighteen participants.



Participants' Pre-requisites:

- Earned the *Usability Mapping® Foundation Certificate*.
- have a licensed installation of UMAP IT.
- skilled with MS Word stylesheets and building blocks.

Client competence

Audit for UX compliance

CAT-I involvement

Usability Mapping

- Policies and Standards
- Processes and Procedures
- User Manuals

Day 1:

Introduction to UMAP IT.
Harmonize MS Word skills such as:

- MS Word Style Sheets
- Building Blocks and Quick Parts
- Complex table constructs

Build two sample straw dogs
Start on your own document

Start your first document

Day 2:

Build a UMAP compliant user document from a source document.

- Storyboard before you start
- UX Persona - User Profile
- Lock in Purpose and Scope
- Balance PQA design solutions

Complete your first document

Day 3:

Full production of client specific documents under CAT-I supervision.
Critical point of skills transfer is now crossed.

Build new documents

Skills transition point

Day 4:

Fine tune documents for UX compliance
Demonstrate full Usability Mapping competence
Audit documents
Pass the Usability Mapping Master Exam
Receive the *Usability Mapping Master Certificate* endorsed by CAT-I and UXQCC



Skills building path

CAT-I involvement