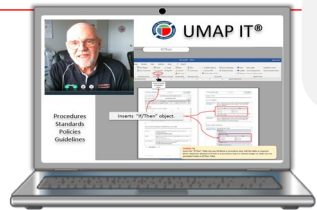




# Usability Mapping® Foundation Course

Online: Four half-days of interactive learning.

- ✓ [Document Engineering Services](#)
- ✓ [Procedure Capture Course for Operators](#)
- ✓ [Usability Mapping Foundation Course Classroom](#)
- ✓ [Usability Mapping Foundation Course Online](#)
- ✓ [Usability Mapping Masterclass](#)
- ✓ [UMAP IT Software](#)



For specialists creating documents that instruct others to do things.

## Learn to usability engineer user documents

Procedures – Standards – Policies - Guidelines

**CAT-i Online Classroom**  
Live and interactive for up to 15 participants



Participant

Instructor

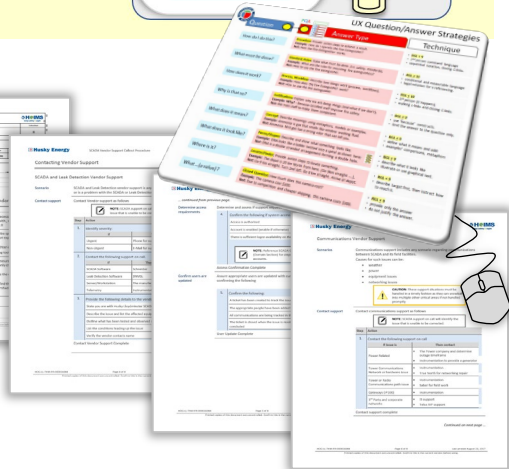
Team 1: Polar Bears  
Tiffany C. Carey  
Tom Rawlins

Team 2: Grizzly Bears  
Justin Montague  
Alexandra Post

Team 3: Platypus  
Lyn Crawford  
Jared Reznitzer

Team 4: Echidnas  
Jason Steadall  
Maxine J. Williams

Klaus Hofer AB



**Session 1**  
4 interactive learning 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

Exercises: Use Cases, blended content, UMAP IT®

**Session 2**  
4 interactive learning 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

Exercises: Segmenting and overload, UMAP IT®

**Session 3**  
4 interactive learning hours

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

Exercises: UX Engineering Complexities, UMAP IT®

**Session 4**  
3 interactive learning hours

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