



Coverage Map Template

Course Craft Solutions — Learning & Development Strategy

ROLE OR POSITION

MAP BUILT BY

DATE

HOW TO USE THIS TEMPLATE

List every capability this role depends on, one per row, then fill each cell with the support that covers it. A cell only counts as filled when all three of these are true:

- The support exists.
- The people who need it know it exists.
- They can get to it when they need it.

Capability	Owner	Formal Training	Reference & Job Aids	Manager Coaching	Peer & Community	Embedded Help



How the System Works

Course Craft Solutions — A quick reference for the coverage map process

A coverage map only stays useful if something keeps checking it. L&D owns the map and keeps the review cycles on schedule, but the actual judgment calls belong to row owners — usually whoever owns the underlying process, since they're the first to notice when something changes. Two cycles keep it current: the Intake Check runs whenever a new request comes in, and the Annual Check runs on a fixed schedule regardless.

BUILDING THE MAP

ONCE, PER ROLE

The fill test

A cell only counts as filled when the support exists, the people who need it know it exists, and they can get to it when they need it.

Empty row

A skills gap with nothing behind it.

One column filled

Review whether the capability's complexity warrants more support. A simple skill may be fine with one type of support, but most need more. When only one column is filled, it's almost always formal training — and a course with no reinforcement, no reference material, and no manager follow-through is usually ineffective.

Crowded row

Check that each asset is still accurate and that each one serves a different moment, rather than making people search across several places to find help.

Mismatched support

The support doesn't fit the moment it's meant for. Example: a task performed twice a year backed by a 45-minute course is a candidate for a one-page checklist that would do the job at a fraction of the cost.

THE INTAKE CHECK

TRIGGERED BY A NEW REQUEST

Which capability does this serve?

If it isn't on the map, it's either a capability nobody's named yet or the request isn't really about capability. Often something already exists and needs an update or a better rollout, not a replacement.

Is this a training problem?

Someone who can already do the task and isn't doing it has a problem training won't reach. It's often incentives, a process nobody communicated, or a tool that complicates the job.

Which type of support fits?

Requests often arrive as “we need a course” because that's the vocabulary people have. Look past the request to what's actually needed, then match it to the moment.

How will people find it?

No request should be approved without a rollout plan.

THE ANNUAL CHECK

ON A FIXED SCHEDULE

Can people perform this part of the job well?

If not, don't assume the support is the cause — feedback, incentives, tools, and environment can all hold performance back. If support really is a factor, find out which piece failed.

Is anyone using it?

Low usage on a capability people perform regularly means either the rollout or the resource needs fixing.

What else are people using instead?

A team's own cheat sheet usually means the official material is already retired in practice — and is often the better starting point for a replacement.

Is the capability or the content out of date?

When expectations change, the support needs to be updated to match, or retired if it no longer applies.