

# Explanation of the FHL Learning Pyramid

## Tier 1 – Foundational Principles

- Onboarding Welcome
- Purpose Statement and Quality Standards
- Introduction to Learning Roadmap
- Safety and Security
- Guest Interaction Training
- Guest Services
- Introduction to Tier 2 and Complete first module in Class
- One on one guest service experience by staff modeling quality guest service



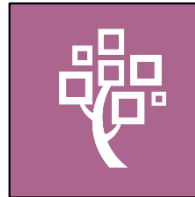
## Tier 2 – FamilySearch Basics and Research Process

- FHL Research Basics
- Family Tree Basics Review



## Tier 2 - Family History Library Basics and Resources

- Collections
- FHL Floor Plans
- Technology Skills
- Guest Interactions



## Tier 3 – Geographic Specific Learning

- Beginning Research Strategies and Resources



## Tier 3 – Geographic Specific Learning

- Intermediate Research Strategies and Resources



## Tier 3 – Geographic Specific Learning

- Advanced Research Strategies and Resources

