WILL TRAINING HELP?

What's causing our problem, and how can we solve it?

What's our goal?
What do people have to do to reach our goal?
Choose ONE high-priority task or behavior

Environment = Procedures Org. culture Managers Tools, etc.

Why aren't people doing this one thing? Is it caused by a problem with...

Environment = Procedures Org. culture Managers Tools, etc.

You might need to change your goal or audience

Is the problem cultural?
Could training help change the culture?

Maybe
Probably not
Solve the cultural problem some other way.

Yes
No
Solve the environmental problem. Training isn't the answer.

Where should the knowledge be stored?

Memory
Job aid

Can the client solve the problem?

Yes
No
Training might help people work around the problem but isn't the ideal solution.

Create & test the job aid.

Do people need to be shown how to use the job aid?

Yes
No, it's self-explanatory
Design activities that let people practice the task while they refer to optional information

Distribute the job aid.

Would realistic simulations motivate them?

Yes
No
Find another way to motivate them. Training isn't the answer.

Low due to environment, lack of knowledge, or low skills?

Yes
Fix the problem that's causing low motivation.

No

Skills

MOTIVATION