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...

- **Motivation**
  - Low due to environment, lack of knowledge, or low skills?
    - Yes → Fix the problem that's causing low motivation.
    - No → Would realistic simulations motivate them?
      - Yes → Find another way to motivate them. Training isn't the answer.
      - No → Design activities that let people practice the task while they refer to optional information

- **Environment**
  - Is the problem cultural?
    - Yes → Could training help change the culture?
    - No → Solve the cultural problem some other way.

- **Skills**
  - Where should the knowledge be stored?
    - Memory → job aid
    - Knowledge → Create & test the job aid.
    - Solve the environmental problem. Training isn't the answer.

- **Knowledge**
  - Can the client solve the problem?
    - Yes → Training might help people work around the problem but isn't the ideal solution.
    - No → no, it's self-explanatory → Distribute the job aid.