

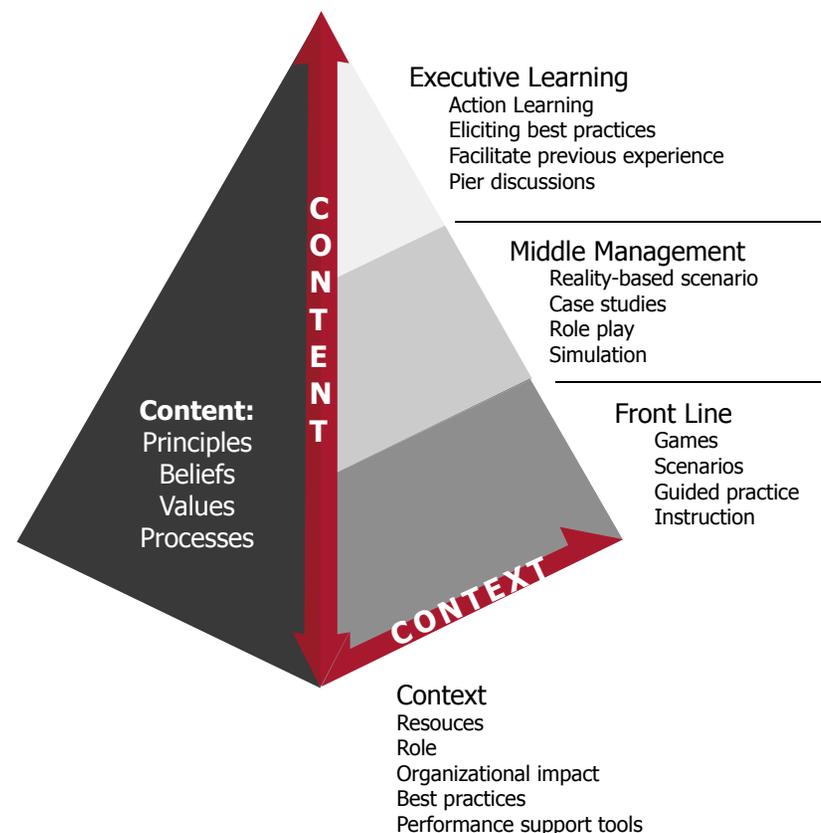
REAL WORLD DESIGN PROCESS

DESIGN SOLUTIONS THAT PREVENT OR RESOLVE TYPICAL & CRITICAL BUSINESS CHALLENGES



The Learning Process	Discovery Questions
Training Diagnostic Identify the right solution for the business opportunity or challenge.	<ul style="list-style-type: none"> • What are the key business initiatives or drivers? • What are the obstacles to accomplishing objectives or leveraging opportunities? • How are development needs going to be prioritized?
Learner Analysis Define your audience and integrate their needs into the solution.	<ul style="list-style-type: none"> • What level is being targeted (Executive, Middle Management, Front Line, etc.)? • Will participants be in intact teams or coming from multiple areas or functions of the organization? • What is the work environment like?
Learning Objectives Define clear and concise outcomes for the development program.	<ul style="list-style-type: none"> • What are the learning objectives that best meet the audience and business needs?
Best Practices Model and integrate successful practices.	<ul style="list-style-type: none"> • What practices are already working in the organization? Where? By whom? • What external best practices make sense to incorporate?
Curriculum Design Match learning objectives with the right course development method.	<ul style="list-style-type: none"> • What activities or practices will have the greatest impact on skill mastery or changes in behavior?
Performance Solutions Link to organizational performance and process improvement.	<ul style="list-style-type: none"> • How does the program integrate and align with organizational policies, processes and procedures?
Useable Tools Develop performance support tools to use in the work environment.	<ul style="list-style-type: none"> • What tools best move participants from theory to practice? • What are the just-in-time tools that resolve unpredictable problems or challenges participants may encounter in the work environment?

Activity Based Learning by Level



The primary reason for training and development is the mastery and application of successful practices and the retention of critical information.