



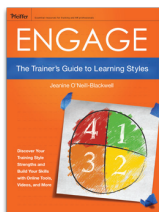


IS THIS A TRAINING ISSUE?

Excerpt from *Engage, The Trainer's Guide to Learning Styles*

		YES	NO
<p>What is the performance gap? If the gap significant enough to warrant allocation of training resources?</p>	<ul style="list-style-type: none"> Is the desired level of performance clearly defined? Describe the desired performance. Is the cost of not doing anything less than the cost of training (including missed opportunity cost)? 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
 <p>Value and Appreciation</p>	<ul style="list-style-type: none"> Are expectations clear to the performer? Does the performer see the value in performing at the desired level? 	<input type="checkbox"/>	<input type="checkbox"/>
 <p>Knowledge</p>	<ul style="list-style-type: none"> Are standards of performance, policies, and procedures clearly defined? Do support tools provide enough detail? Are resources, tools, and job aids readily available? 	<input type="checkbox"/>	<input type="checkbox"/>
 <p>Skill</p>	<ul style="list-style-type: none"> Does the performer receive concrete feedback on this behavior? Describe this process. Is the performer qualified to perform the task? Can he or she do it some of the time? (If the answer is "yes," knowledge and skill are likely to be adequate.) Are the skills performed frequently enough to maintain competency? (If "no", opportunity for practice may be the issue.) 	<input type="checkbox"/>	<input type="checkbox"/>
 <p>Perform</p>	<ul style="list-style-type: none"> Does the performer receive objective feedback around the desired performance and quality of the work produced? Is measurement part of the feedback process? Does the performer receive rewards based on the desired feedback? Do the rewards align or conflict with the desired behavior? Are there competing priorities that hinder execution of the desired performance? Are there barriers in communication with supervisors or fellow stakeholders in the process? Is the performer able to perform the behavior in some situations and not others? 	<input type="checkbox"/>	<input type="checkbox"/>



Source: *Engage, The Trainer's Guide to Learning Styles* (Wiley 2012)
 Get your copy today @ www.trainers-guide-to-learning-styles.com