







question inventory

Outcome		Question Inventory
 <p>Value: The learner must have or develop an appreciation for the value of the content being shared.</p>		<ul style="list-style-type: none"> • What do you notice about this performance issue? • What do you see as the source of the issue? • Do you have performers who are achieving desired results? • How do high performers think differently? • How do high performers approach this differently?
 <p>Knowledge: The learner must have all necessary information to prepare them to apply the information.</p>		<ul style="list-style-type: none"> • What is the performance problem, in terms of observable behavior? • What is the desired result (in quantifiable terms)? • What do high performers understand that under-performers may not understand? • Are there areas of potential confusion around this issue or topic?
 <p>Skill: The learner must acquire the necessary techniques and skills to demonstrate the desired behaviors in the real-world environment.</p>		<ul style="list-style-type: none"> • What actions have you already taken to address this gap? • What other factors influence performance i.e. incentives, manager expectations and recognition? • How are these behaviors coached by front line managers? • What is the most critical skill that must be consistently executed?
 <p>Adaptation: The learner must be able to adjust, refine and adapt in different situations to successfully apply and continuously improve on the application of the information.</p>		<ul style="list-style-type: none"> • After this training is complete, what new behaviors will you see executed consistently? • How will you measure the business impact of this training? • What might affect the impact of this training on desired results? • How might this training need to be adapted for...?



aligning outcomes



Adaptation: What adaptation is needed? If the learner is going to use this content in the real world, what refinement must be encouraged to link knowledge to real-world results? What will transfer look like in the real world?



Value: What shift has to occur in the learner to ensure transfer? What has to be appreciated? Valued? Perceived as meaningful?

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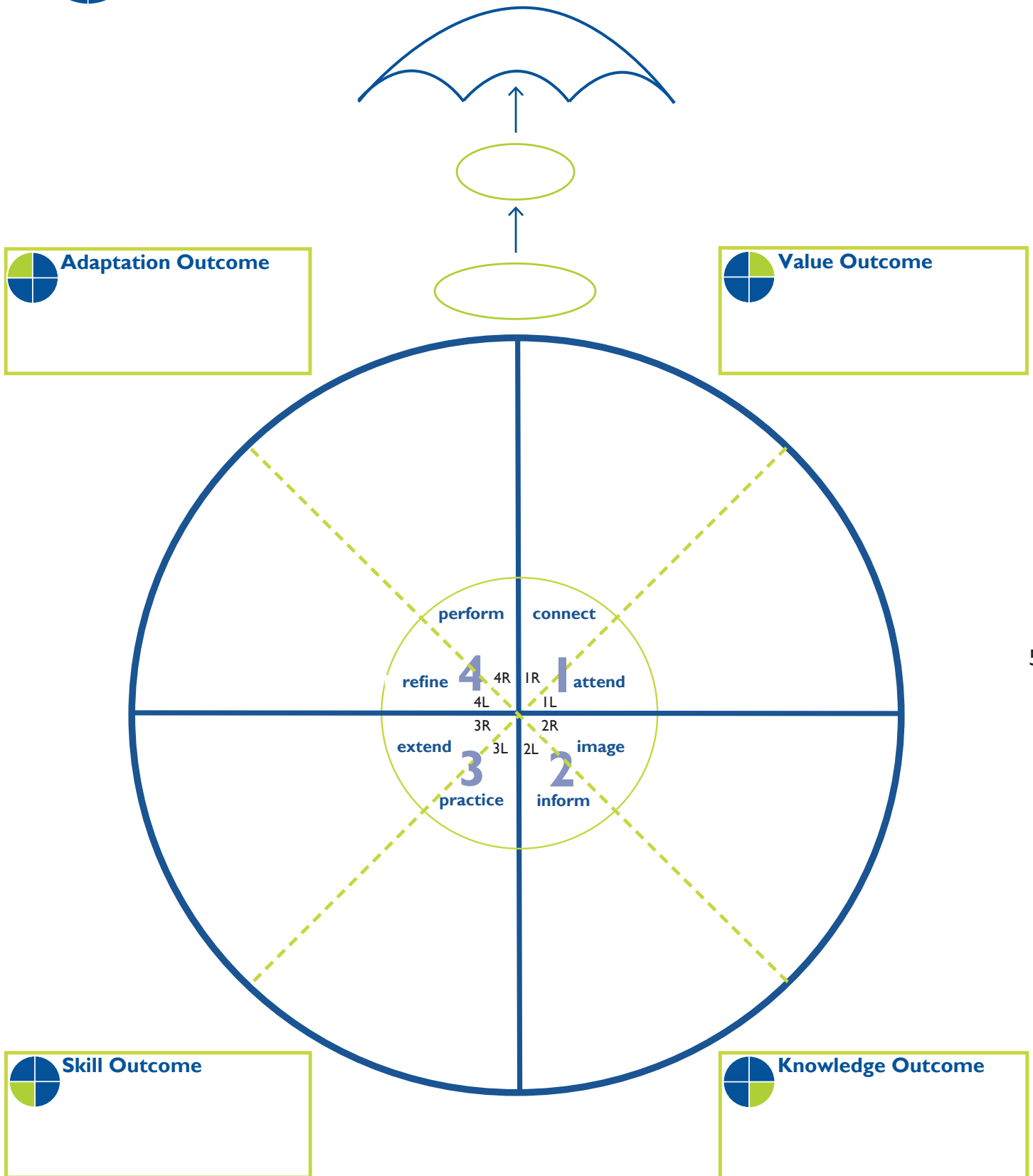
Skill: What skills are needed? What will the learner need to know how to do? What behaviors must be demonstrated?



Knowledge: What knowledge is needed to serve as a foundation for transfer? What content must be understood?



outcome-based 4MAT design



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