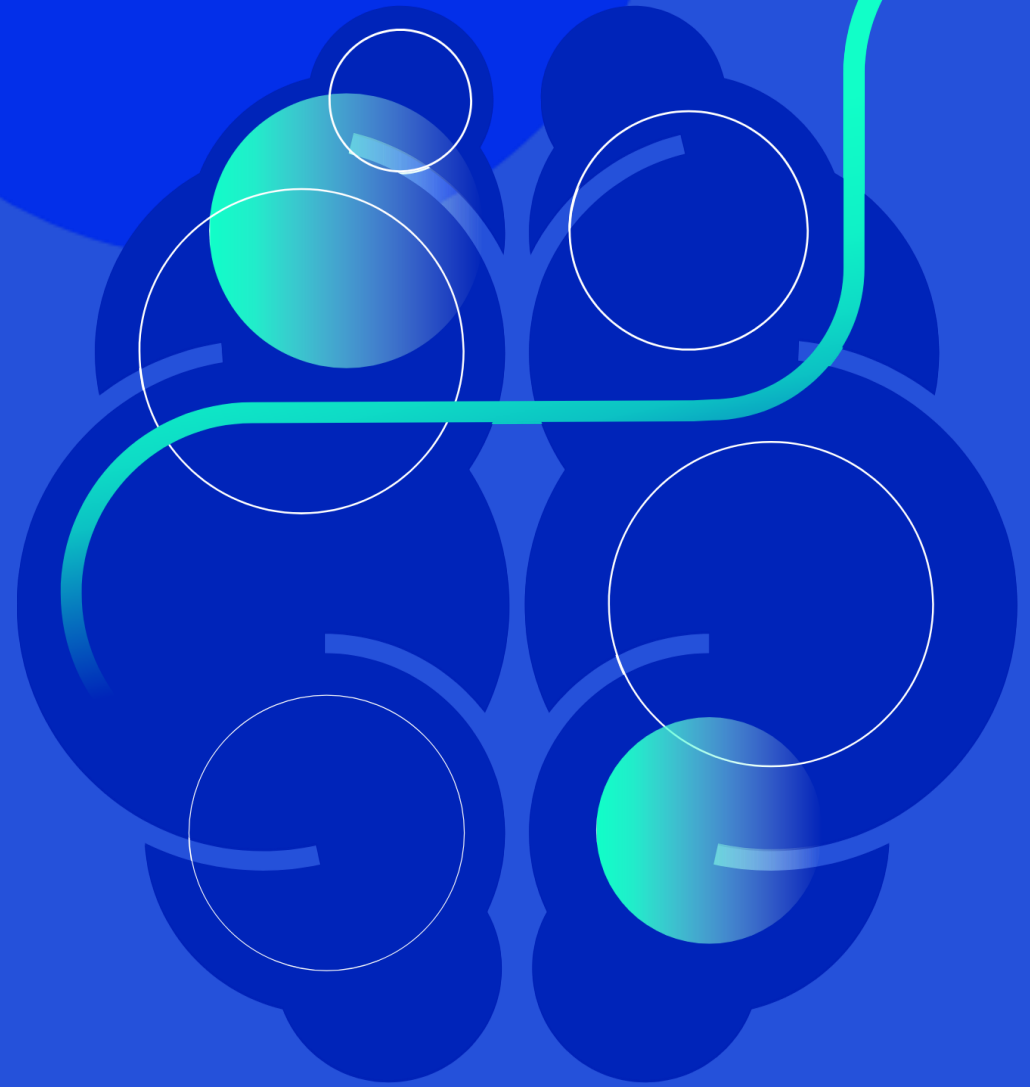
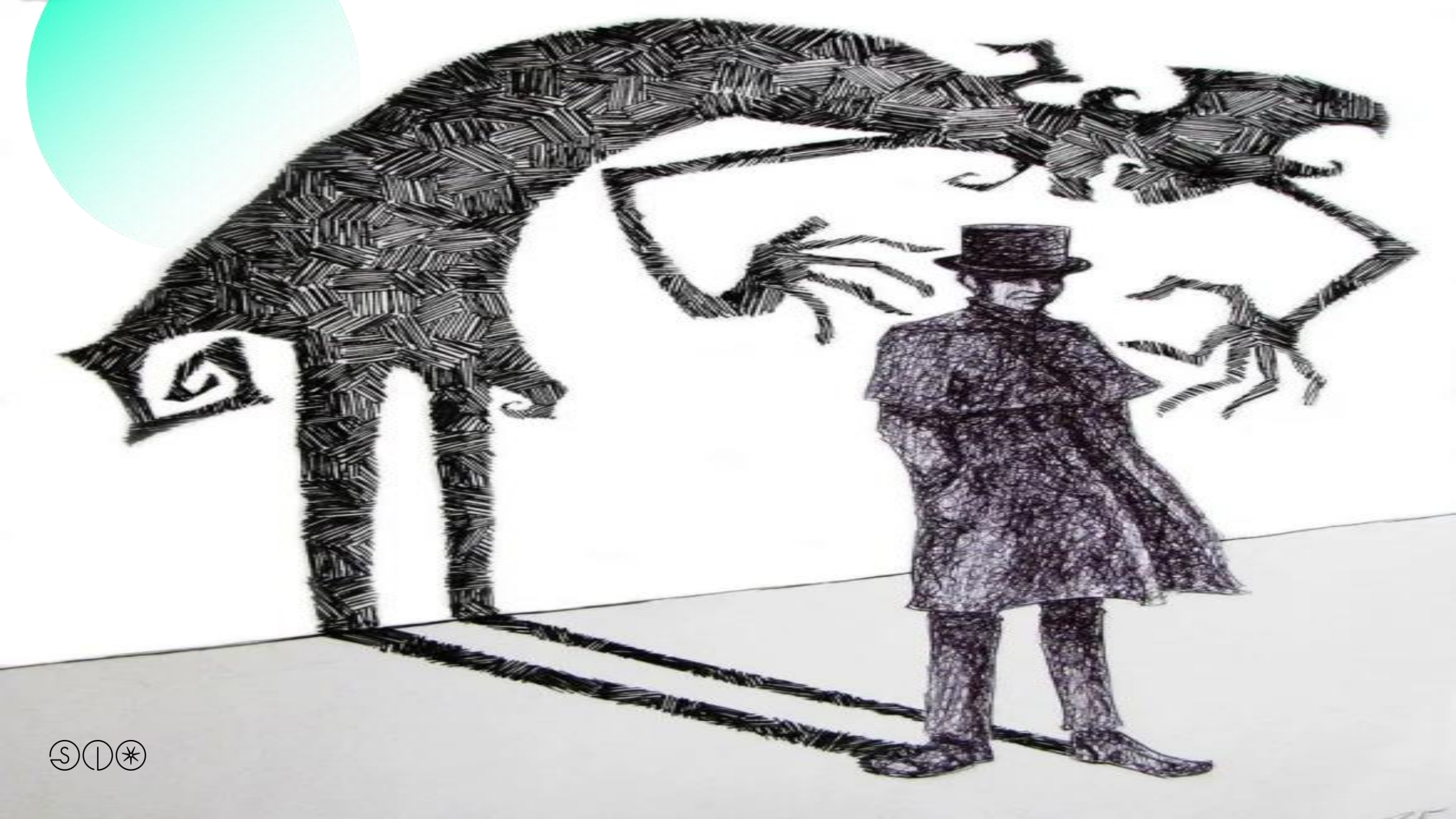


Making every minute of learning worth it!

The skills of tomorrow trained today



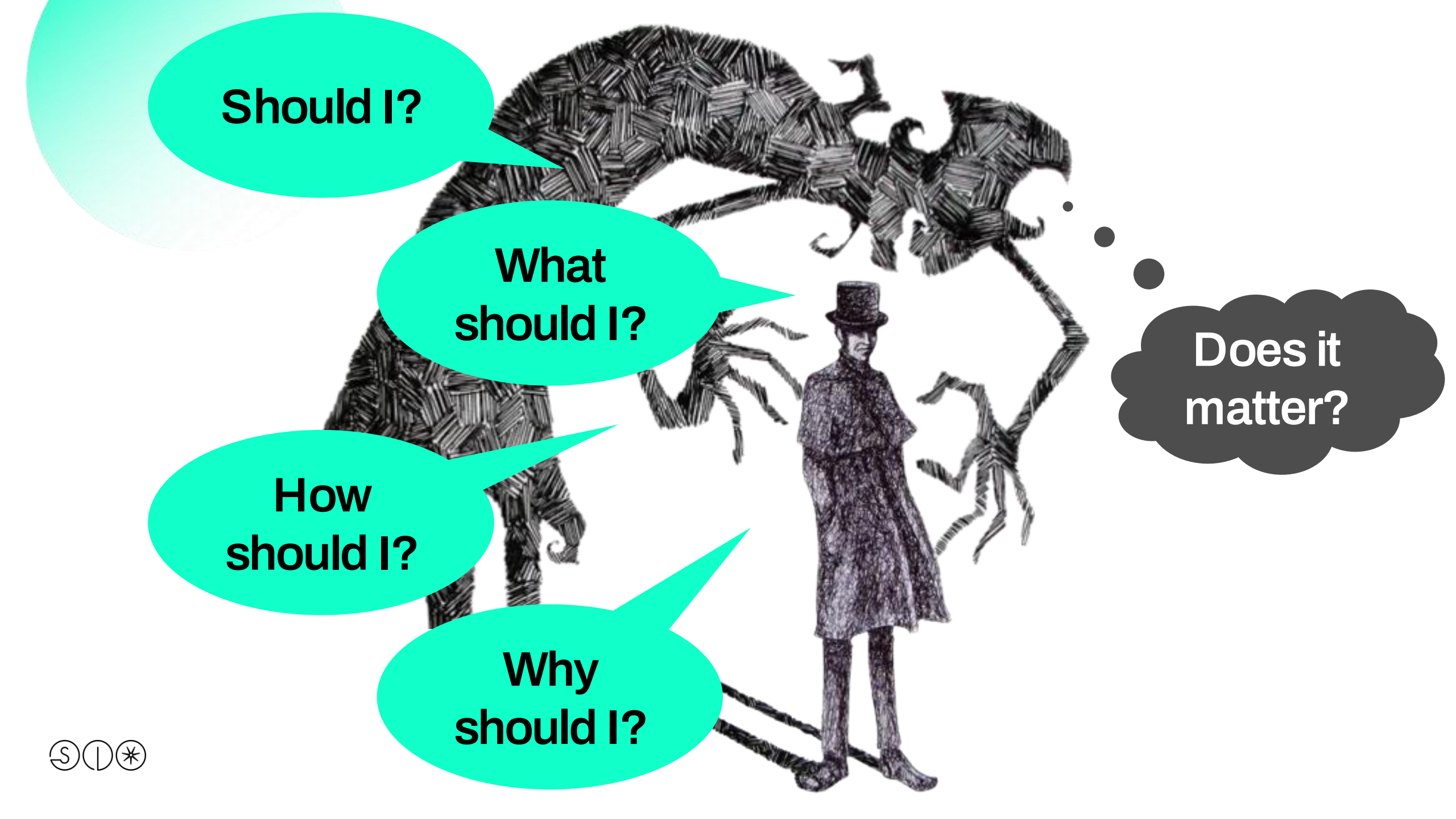




**Only
15%
apply what they
learned**

LET'S SOLVE THIS PROBLEM BY
USING THE BIG DATA NONE
OF US HAVE THE SLIGHTEST
IDEA WHAT TO DO WITH





Should I?

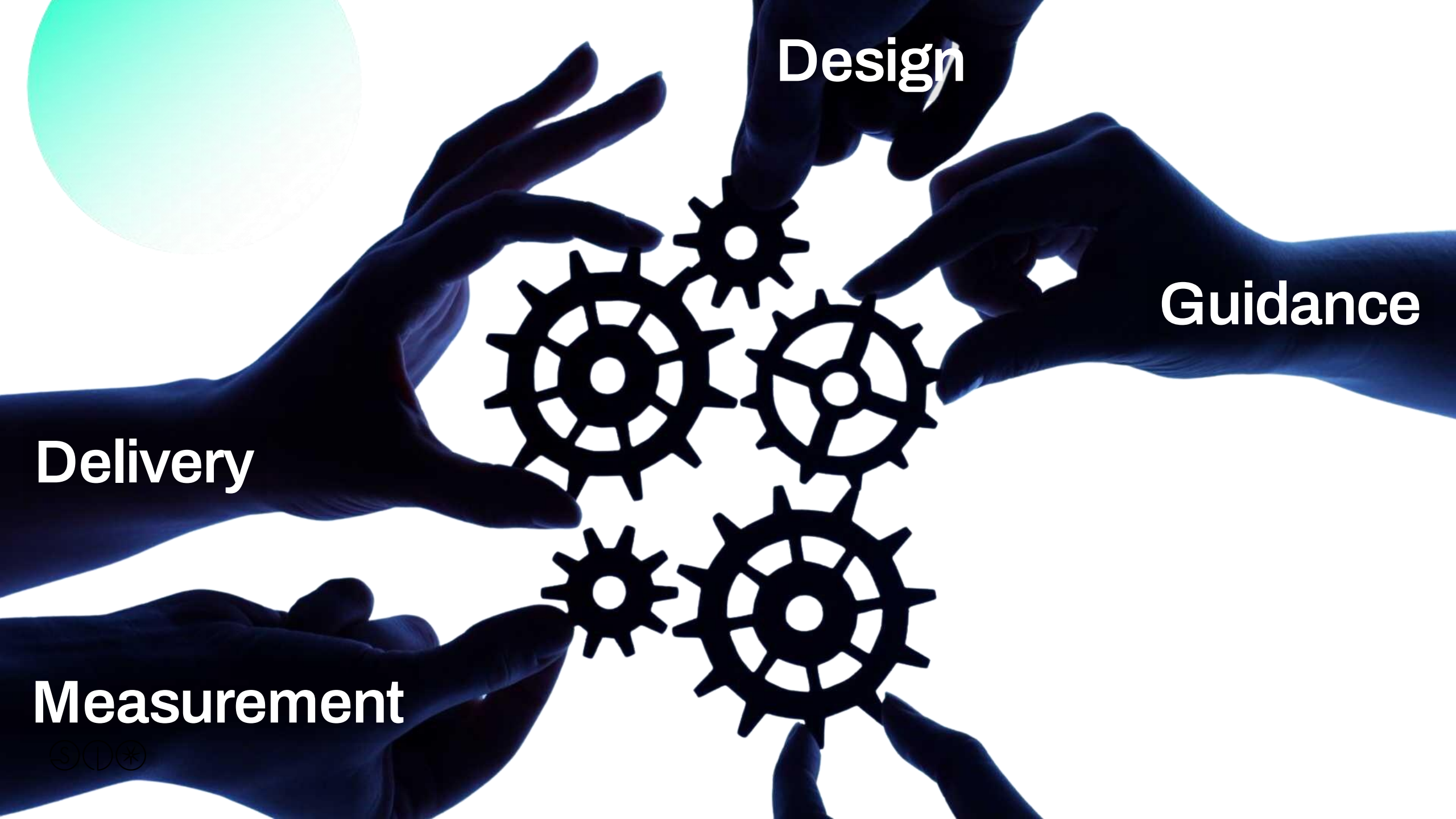
**What
should I?**

**How
should I?**

**Why
should I?**

**Does it
matter?**

**Are you
measuring?**



Design

Guidance

Delivery

Measurement



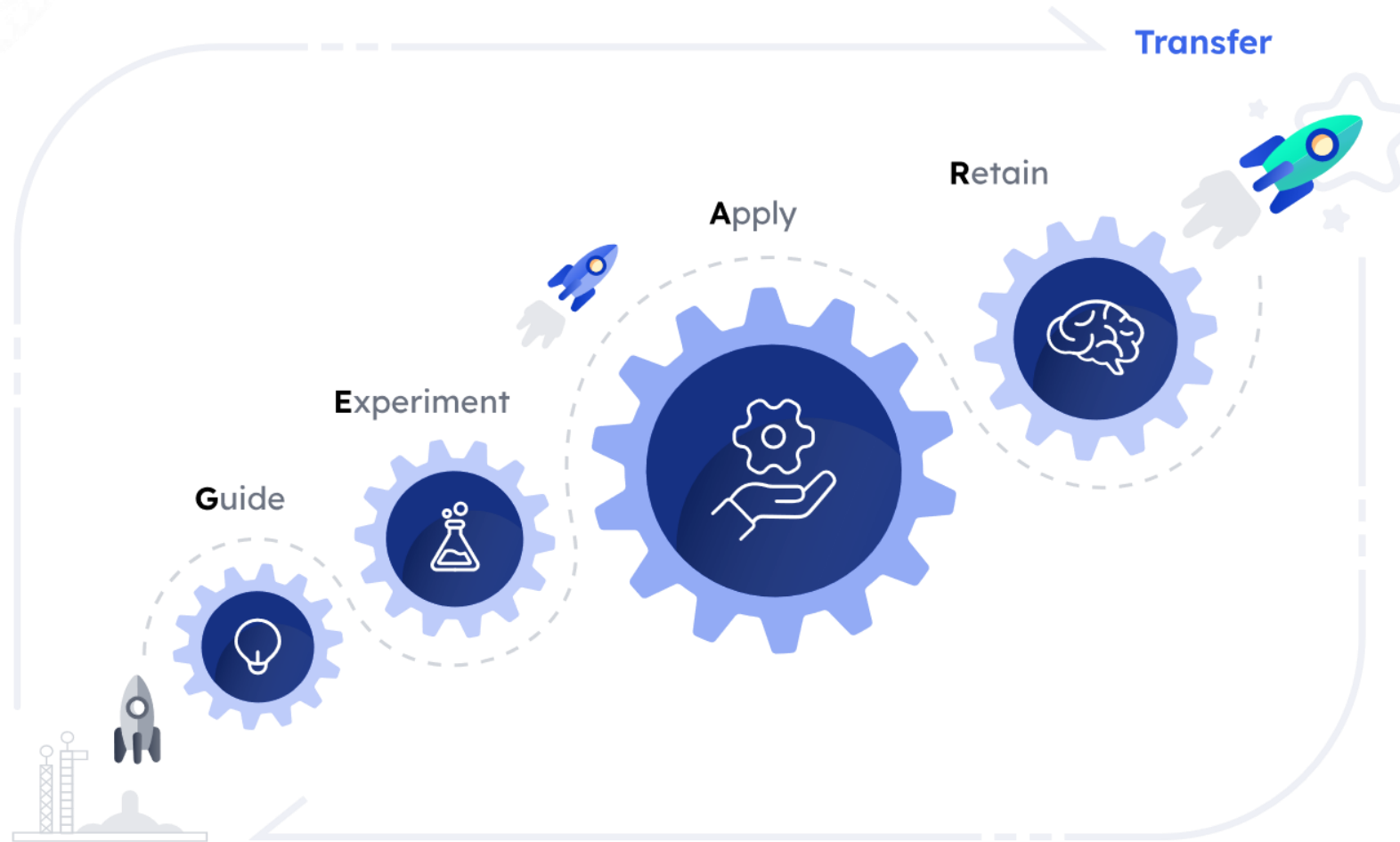
Programmatic assessment

- **Constructive alignment**
- **Focus on ‘doing’ and what is needed to allow for ‘doing’**
- **Focus on the ‘road’ rather than the ‘mastery’**
- **Focus on self-reflection and confidence**
- **Focus on Feedforward**



cisco

Our GEAR methodology



What are you measuring?



Sales force pitches the best fit solution to clients
Increase sales by 10%

Sales talk less and listen more (20% – 80%)
Use open questions and listen actively, using the guidelines

Sales explain active listening steps without support
Sales explain how to construct open questions as defined in the guidelines, without support

Sales define triggered actions
Sales share actions with manager
Sales actively reach out for support



Meaningful

Organisation Objectives

- Business objectives
- Business problems

Transfer Objectives

I do



Measurable

Learning Objectives

Knowledge: I know
Skills: I know how to do



Motivating

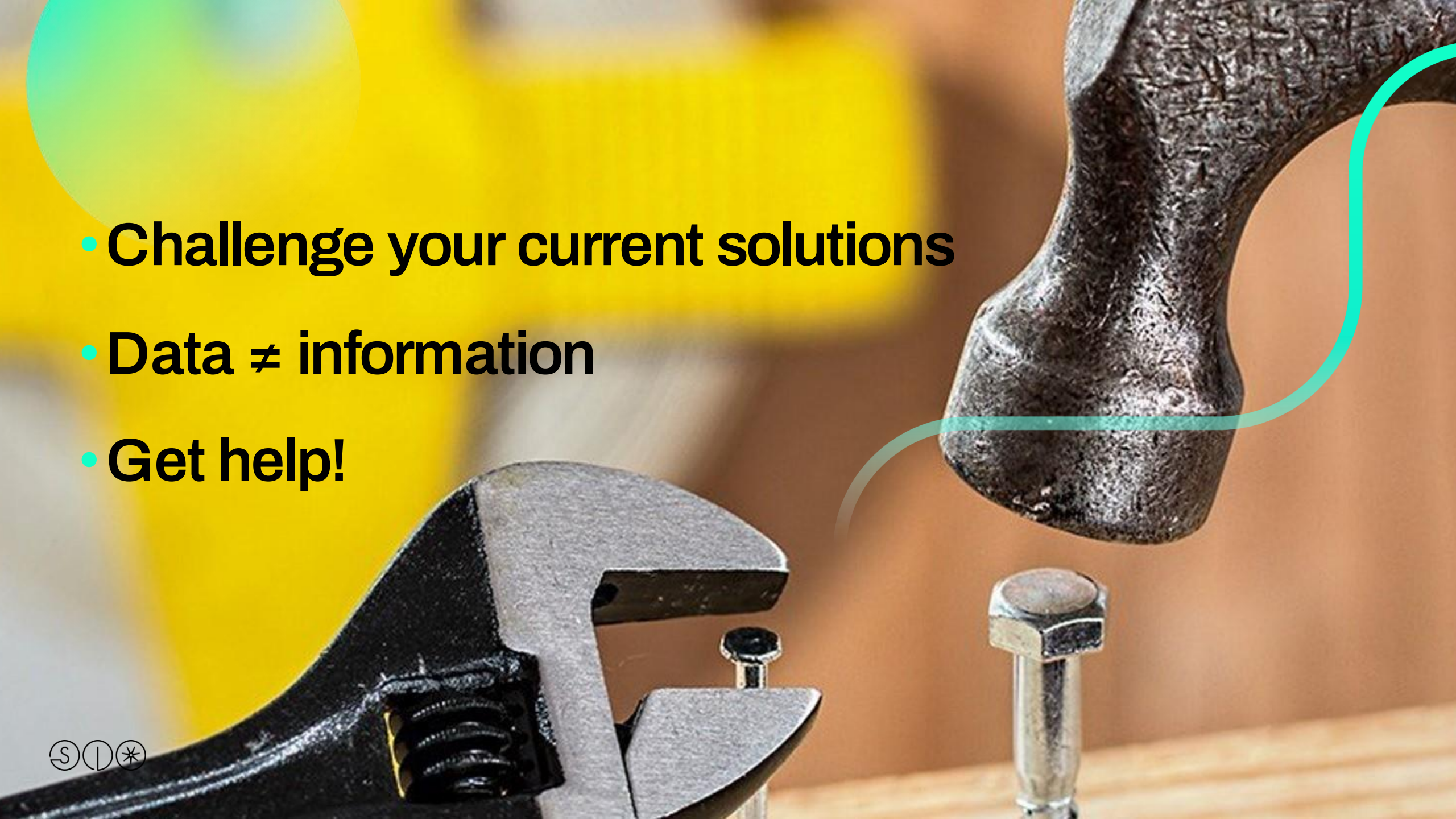
Affective Objectives

- I feel motivated to do
- I feel confident to do
- I want to do
- I feel supported

P = Performance	C = Conditions	S = Standard
<i>Sales talk less and listen more using questions...</i> Describes the knowledge, skill or mindset of the learner Use active verbs Avoid words like ‘understand’ which can’t be observed	<i>using the guidelines and scripts...</i> Describes the conditions for performance How? When? With or without.....?	<i>(20% - 80%)</i> Describes standard required When is it good enough? What distinguishes a beginner from an expert?

- 
- **Feasible**
 - **Set priorities**
 - **Work on all levels**
 - **Master the craft**

How are you measuring?

- 
- **Challenge your current solutions**
 - **Data $\neq$ information**
 - **Get help!**

Why are you measuring?

R

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R

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RETURN

ON

Learning



Measuring
is knowing

how to improve

- Connect
- Slides
- Whitepaper

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