

# BEST IN CLASS LEARNING MODEL

## Organizational Learning Framework

### 1 – Organizational Analysis

1. Clarify strategic organizational results that guide change efforts.
2. Ensure all stakeholders share a common understanding of the organization's key results.
3. Develop strategic plans and scorecards.
4. Align learning structures, systems, and processes to enable the organization to get results.
5. Analyze gaps to determine organizational wants and needs.

### 2 – Competency Management

1. Define what employees must know, do and be to achieve key organizational results.
2. Manage employee competencies to ensure they meet current and future needs.
3. Define proficiency levels and behavior statements that describe competencies.
4. Develop a competency model showing the knowledge, skills, and attributes needed to meet desired results.

### 3 – Curriculum Profiling

1. Design a learning inventory map to ensure the right learning opportunities are provided to the right people at the right time.
2. Estimate costly learning and training gaps, redundancies, and misalignments.
3. Map the learning inventory to competencies to ensure that competency gaps are being addressed.
4. Define key learning inventory categories that are integral to a learning culture.
5. Link learning to certification and accreditation.

### 4 – Learning Design

1. Analysis of the most critical learning interventions.
2. Ensure each learning experience is designed to improve performance immediately.
3. Use the 4E's (Excite, Experience, Execute, Evaluate) to design meaningful learning for adults.
4. Lay a foundation for ongoing, continuous improvement by changing behaviors.
5. Analysis of appropriate media/format for learning.

### 5 – Learning Delivery

1. Roll out learning strategies and learning experiences to ensure maximum impact for participants and the organization.
2. Blend delivery methods to create learning and performance interventions that are effective over time and for various participants.
3. Determine delivery strategies that link with results.

### 6 – Impact Analysis

1. Ensure that all efforts are driving targeted organizational results.
2. Assess the impact of everything from a single intervention to an overall strategy.
3. Evaluate and compare training results against baselines.
4. Plan for adjustments that can improve results.