

# WHY YOUR TRAINING ISN'T WORKING (YET)

Use this checklist to identify where training breaks down before investing in more content.

## 1. PERFORMANCE ALIGNMENT

- ☐ Is the training clearly tied to a specific performance problem?
- ☐ Can leaders articulate what should change on the job as a result?
- ☐ Is success defined beyond "completion" or "attendance"?

▶ If training exists without a performance outcome, behavior won't change.

## 2. BEHAVIOR CLARITY

- ☐ Does the training target one or two critical behaviors, not everything?
- ☐ Are behaviors described in real-world terms (what someone does, when, and how)?
- ☐ Would an employee know exactly what to do differently tomorrow?

▶ Understanding concepts is not the same as changing behavior.

## 3. REAL-WORK RELEVANCE

- ☐ Does the content reflect actual tools, systems, and workflows?
- ☐ Are examples realistic and recognizable to employees?
- ☐ Is "nice-to-know" content minimized or removed?

▶ If training doesn't resemble real work, it won't transfer.

## 4. PRACTICE & DECISION-MAKING

- ☐ Are employees required to make decisions during training?
- ☐ Does practice mirror real pressure and constraints?
- ☐ Are mistakes treated as learning moments, not test failures?

▶ Exposure alone does not build confidence or competence.

## 5. REINFORCEMENT IN FLOW OF WORK

- ☐ Does the training reappear after the initial session?
- ☐ Are job aids, prompts, or checklists available at the moment of use?
- ☐ Can employees easily access support without revisiting the full course?

▶ If learning only lives in the LMS, it will fade.

## 6. LEADER INVOLVEMENT

- ☐ Do managers understand the key behavior being targeted?
- ☐ Are leaders equipped to reinforce training informally?
- ☐ Is training referenced in real work conversations?

▶ Training without leader reinforcement becomes optional.

## 7. MEASUREMENT & FEEDBACK

- ☐ Are you measuring behavior change—not just completion?
- ☐ Is feedback collected after training is applied on the job?
- ☐ Are insights used to refine content over time?

▶ If nothing changes after launch, the system needs redesign—not more content.

### \*\*\* QUICK DIAGNOSIS \*\*\*

#### 0-2 unchecked areas:

Training is likely underperforming

#### 3-4 unchecked areas:

Training design needs adjustment

#### 5+ unchecked areas:

Training is unlikely to impact performance