

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