

Volume 1 |  
Issue 4  
9<sup>th</sup> November  
2016

---

*Preparing for  
surgical strikes*

---

# Learnings for the learning industry from 500 and 1000 notes decision

We have broken this article into 4 parts

- Past
- Present
- Future
- Solutions

## Past

The past goes beyond ones control and authority. However the problems are owned by the present leaders, teachers and learning professionals.

## Present

There is a strong need to do a continuous need analysis however at present it is not done thoroughly.

We need to think whether we are considering the following points as a partial checklist and keep evolving the list.

## BUSINESS / PRE ANALYSIS

- Gap Analysis / Organizational Analysis.
  - ✓ Business Managers Need
  - ✓ Skills, Knowledge, Attitude
- Causal Factors
  - ✓ Problems
  - ✓ Causes
  - ✓ Solutions
  - ✓ Skills, Knowledge, Attitude
- Data from
  - ✓ Personnel records
  - ✓ Personnel evaluation reports
  - ✓ Statistics showing job performance
  - ✓ Common error reports
  - ✓ Test data
  - ✓ Other
  - ✓ Desired and Current levels
    - ✓ Expressed
    - ✓ Perceived
    - ✓ Future
- How to improve
  - ✓ Skills, Knowledge, Attitude
  - ✓ Training Goal
- Focus Group / Sample User
  - ✓ CAREER DEVELOPMENT
  - ✓ Experience in company
  - ✓ Training Type Effective
  - ✓ Like and dislikes
  - ✓ Improvements
  - ✓ Type of training preferred
  - ✓ Need to know to do job well
  - ✓ Comparison with experts, effective people
  - ✓ Problems on Job with ranking
  - ✓ War story of problem
  - ✓ Changes and Same in job
  - ✓ Learning Style and Tricks
  - ✓ Peers opinion of job
  - ✓ Motivates to do job
  - ✓ Attitude
  - ✓ Behavior Change
- Task Analysis
  - ✓ Tasks that are common
  - ✓ Tasks that are important
  - ✓ Steps of each task
  - ✓ What people do what tasks
  - ✓ Common problems and mistakes
  - ✓ Terminology of users
  - ✓ Relation between tasks
  - ✓ Communication between people
- Performance Objectives and Goals

- Organization Need
- Personal Need

- Business
- Customer

## BUSINESS DEVELOPMENT / ANALYSIS

<ul style="list-style-type: none"> <li>• MISSION</li> <li>• Performing Needs               <ul style="list-style-type: none"> <li>✓ Objective</li> <li>✓ Goal</li> </ul> </li> <li>• Audience and Expectation               <ul style="list-style-type: none"> <li>✓ Education</li> <li>✓ Age</li> <li>✓ Sex Percentage</li> <li>✓ Personal needs</li> <li>✓ Reading Ability</li> <li>✓ Experience</li> <li>✓ Hobbies/Interests</li> <li>✓ Favorite shows, magazines etc.</li> <li>✓ Computer Experience</li> <li>✓ Computer at home</li> <li>✓ Like/Dislike about job</li> <li>✓ Languages</li> <li>✓ Metaphor Decision</li> </ul> </li> <li>• Personal needs               <ul style="list-style-type: none"> <li>✓ Accreditation</li> </ul> </li> <li>• Motivational Factors / Readiness to learn.               <ul style="list-style-type: none"> <li>✓ Career Effect</li> </ul> </li> <li>• Test               <ul style="list-style-type: none"> <li>✓ What test</li> <li>✓ Performance</li> <li>✓ Best way to improve</li> </ul> </li> <li>• Context Analysis</li> <li>• Task Analysis               <ul style="list-style-type: none"> <li>✓ Tasks and Sub Tasks</li> <li>✓ Observation                   <ul style="list-style-type: none"> <li>✓ Skills, Knowledge, Attitude</li> </ul> </li> <li>✓ Training needed</li> <li>✓ Criticality</li> <li>✓ Support</li> </ul> </li> <li>• Environment/ Organizational Analysis, / Learning Culture</li> <li>• Copyright, IPR</li> <li>• Security Issues               <ul style="list-style-type: none"> <li>✓ Data</li> </ul> </li> <li>• Analyzing Content               <ul style="list-style-type: none"> <li>✓ What is needed</li> <li>✓ What is already taught</li> <li>✓ Media Types</li> <li>✓ Content Expert</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Needs Assessment Report</li> <li>• Learner Profile</li> <li>• Content Outline</li> <li>• Learning Hierarchy</li> <li>• Instructional Objectives</li> <li>• Authoring System Specs.</li> <li>• Delivery System Specs.</li> <li>• PERT Chart</li> <li>• Project Timetable</li> <li>• Evaluation Plan</li> <li>• Adoption Plan</li> <li>• Upgradation Plan</li> <li>• Metaphor Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Manager</li> <li>• Subject Matter Expert</li> <li>• Instructional Designer</li> <li>• Project Evaluator</li> <li>• Programmer</li> <li>• Business Development</li> </ul>
--	---	---

<ul style="list-style-type: none"> <li>✓ How has he become expert</li> <li>✓ How do you handle difficult parts and problems</li> <li>✓ How are you different from a novice / one year experience</li> <li>✓ Facilitator</li> <li>✓ Evaluator Objectives</li> <li>✓ Expert Counselor</li> <li>✓ Linking of Knowledge to Engine</li> <li>✓ Content Outline</li> <li>● Reusability Analysis</li> <li>● Analyzing in-use Methodologies and Products</li> <li>● Resources with Manpower Profile</li> <li>● Research Done</li> <li>● Geographical Spread</li> <li>● Identifying Delivery Platform, <ul style="list-style-type: none"> <li>✓ H/W and S/W</li> <li>✓ OS,</li> <li>✓ Browser,</li> <li>✓ Server space and Infrastructure.</li> <li>✓ Networked – speed, administrator, media of connection, data size, configurations.</li> </ul> </li> <li>● Selecting Authoring Environment with Justification and Licenses</li> <li>● Time Limit of Program</li> <li>● Planning Project Milestones</li> <li>● Planning Qualitative and Quantitative Evaluation Model <ul style="list-style-type: none"> <li>✓ On taking course what are expert questions</li> </ul> </li> <li>● Adoption Strategy / Major Account Plan <ul style="list-style-type: none"> <li>✓ Top Management Support Plan</li> </ul> </li> <li>● Learner Support</li> <li>● Administration field</li> <li>● Certification</li> <li>● Collaboration.</li> <li>● Broadcast</li> <li>● On the job guide / Projects</li> <li>● Authoring</li> <li>● Post Learning Evaluation</li> <li>● Reports from System</li> <li>● Upgradation of knowledge contents and experiences. <ul style="list-style-type: none"> <li>✓ Knowledge Management</li> </ul> </li> <li>● Rapid Prototype Decision</li> </ul>		
--	--	--

<ul style="list-style-type: none"><li>• Cycles of Iterations</li><li>• Cost Benefit Analysis</li><li>• RISKS OF PROJECT</li><li>• Evolution of learning system in future</li><li>• Financials</li><li>• Competition conventional and non conventional</li></ul>		
---	--	--

## Future

We need to solve as many problems as they appear and ones which are difficult in terms of commitment from the organisation should be planned for ready for execution. Problems which have the highest impact across the organisation are ripe cases for execution.

## Solution

Act like a business leader and not a follower.

## Summary

As a learning professional help the organisation evolve and manage crisis. Organisations will react mainly in a crisis.

## Author

Prashant Khanna