

Training Customization Outline and Checklist

Answer the questions in this outline to start designing and developing an effective instructor-led training:

Item	Answer These Questions	Recommendations
1.	What is the learner's terminal objective?	Examples: <ul style="list-style-type: none">• To effectively handle an irate customer• To write a specific work instruction• To perform a specific ethical behavior
2.	Who is the target audience?	Include: <ul style="list-style-type: none">• Staff/titles who need this• Their educational background/training• Their motivation to change• Their unique characteristics
3.	What are the enabling objectives?	List the steps that they must take to achieve the end result (terminal objective).
4.	What sub-steps must be achieved?	List the tasks that one must perform to achieve each enabling objective.
5.	What activity will help the learner practice the step?	Develop an interactive activity for the learner to practice each sub-step.
6.	What are the consolidation activities?	Provide an interactive activity where the learner will perform the entire set of steps and sub-steps up to that point.
7.	What is the summation activity at the end?	Develop a scenario-based interactive activity of the entire skill set. It can serve as the post-test or as practice. If used as practice, corrective feedback should include how well they did and what they could do to improve.
8.	What post-test questions will demonstrate what they know now?	Build a post-test.

Helpful online reading to bolster your course-building efforts:

- ▶ <https://www.amazon.com/Systematic-Design-Instruction-Walter-Dick/dp/0205412742>
- ▶ <https://pressbooks.online.ucf.edu/eme6613ah/chapter/overview-systematic-design-process/>
- ▶ <https://www.pearson.com/en-us/subject-catalog/p/psychology-of-learning-for-instruction/P200000000963/9780137510382>