



Training That Delivers Results: Instructional Design That Aligns with Business Goals

Dick Handshaw

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Instructional designers and other training professionals are often forced into order-taking roles. The company wants training on a specific topic - business writing, behavioral interviewing, customer service - and a one-size-fits-all module is produced. Training That Delivers Results offers a far better way to educate employees, one that connects learning solutions with strategic business goals. Rather than being told what to teach, proactive designers collect data to define problems and develop training interventions. Written by one of the originators of computer-based training, Handshaw's results-oriented model is systematic, yet flexible, and works for both instructor-led training and e-learning. Readers will learn how to: analyze performance gaps; create targeted performance objectives and connect them with the right measurement tools; determine the best instructional strategy and the appropriate media; build consensus with project blueprint meetings; and evaluate the effectiveness of training and use the data to continually improve. Learning goals and business goals should go hand in hand. Here are the tools, worksheets, and assessments needed to tie the learning experience to enhanced performance outcomes - and deliver sustainable, quantifiable business results.

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