

Learning-Performance Flow Diagram



Responsibilities

Learning Professionals

Understand Business Needs
 Determine Learning Needs (if any)
 Create Learning-Performance Plan
 Create Evaluation Plan
 Develop Learning (if needed)

Engage Learners
 Create Understanding
 Enable Remembering
 Provide Practice Opportunities
 Enable Future Workplace Learning
 Inspire Learners to Apply Learning
 Evaluate Understanding

Remind Workers to Apply Learning
 Create Workplace Learning Systems
 Coach/Train Managers in How to Support Learning Efforts
 Provide Learning Reinforcement
 Provide Performance Supports
 Evaluate Remembering
 Evaluate On-the-Job Application
 Evaluate Management Support
 Help Managers Improve Application

Objectively Evaluate Results
 Honestly Discuss Outcomes
 Convey Results to Stakeholders
 Plan Improvements

Management & Workplace

Clarify Business Needs
 Accept Learning-Performance Plan
 Accept Evaluation Plan
 Motivate Participants to Engage

Provide Time for Learning
 Provide Learning Environment
 Encourage Learner Engagement
 Learn What Learners will Learn
 Plan for Application of Learning

Remind Workers to Apply Learning
 Enable Workplace Learning
 Reinforce and Extend Learning
 Motivate Workers to Perform
 Organize Workflow
 Remove Obstacles to Performance
 Clarify Job Responsibilities
 Performance-Manage Workers
 --Set Implementation Goals
 --Provide Feedback on Efforts
 Continuously Improve Application

Help Evaluate Results
 Honestly Discuss Outcomes
 Plan Improvements

