|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Decision-Making Framework | | Learning Modes | | | | | | | | | | | | | | | | | |
| ***Instruction*** | | | | | | | | | | | | | | | | | | ***Coaching*** | | | | | ***Collaboration*** | ***Performance Support Just in Time*** | | | |
| **Factors to Consider** | | **Classroom** | | | | | **Virtual Classroom (Synchronous)** | **Distance Learning (Asynchronous)** | **Self-paced e- “Course” (including simulation & gaming/may include Video**  **Learning/Links/Job Aids)** | | | | | **Event Live (Presentation, Seminar, Speaker Panel Discussion, etc.** | **Event – Virtual (Webcast)** | | | | | **Face-to-Face Mentoring/Coaching** | * ***Expert Blog (may include other e-formats*** * ***Ask an Expert (Chat)*** * ***Chat with an Expert*** | | | | * **Discussion Forum** * **Problem solving Activity** * **Chat** | * **Knowledge Repository (Nuggests/docs/ppt presentations)** * **Links** * **Job Aids** * **YouTube Presentations** * **Video Learning** * **FAQs** | | | |
| **Key Business Factors** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Requirement to reduce time to performance | |  | | | |  |  | 🗸🗸 | | | | |  | 🗸 | | | | |  |  | | | |  | 🗸🗸🗸 | | | |
|  | Reduce costs | |  | | | | 🗸 | 🗸 | 🗸 | | | | | 🗸 | 🗸 | | | | |  | 🗸🗸 | | | | 🗸🗸🗸 | 🗸🗸🗸 | | | |
|  | Increase “reach” of training program to larger audience | |  | | | | 🗸 | 🗸🗸 | 🗸🗸🗸 | | | | |  | 🗸 | | | | |  | 🗸🗸 | | | | 🗸🗸 | 🗸🗸🗸 | | | |
|  | Requirement for anytime/anywhere access | |  | | | |  |  | 🗸🗸🗸 | | | | |  |  | | | | |  | 🗸🗸🗸 | | | | 🗸🗸🗸 | 🗸🗸🗸 | | | |
|  | Respond quickly to new/ changing “dynamic” policy requirements | |  | | | |  |  | 🗸 | | | | | 🗸 |  | | | | |  | 🗸🗸 | | | | 🗸 | 🗸🗸🗸 | | | |
|  | Respond to requirements for more individualized learning paths | |  | | | |  |  | 🗸🗸 | | | | | 🗸 | 🗸 | | | | | 🗸 | 🗸 | | | | 🗸 | 🗸🗸🗸 | | | |
|  | Respond to requirement for mandatory or certification accreditation (tracking required) | | 🗸🗸🗸 | | | |  |  | 🗸🗸🗸 | | | | |  |  | | | | | 🗸 |  | | | |  |  | | | |
|  | Capture/Share Expertise  (Knowledge Management requirement) in alignment with government priorities | |  | | | |  |  | 🗸🗸 | | | | |  | 🗸 | | | | |  | 🗸🗸 | | | | 🗸 | 🗸🗸🗸 | | | |
|  | Address identified specific target audience needs | | 🗸🗸🗸 | | | | 🗸🗸🗸 | 🗸🗸🗸 | 🗸🗸🗸 | | | | | 🗸🗸🗸 | 🗸🗸🗸 | | | | |  | 🗸🗸 | | | | 🗸🗸 | 🗸🗸🗸 | | | |
|  | Other | |  | | | |  |  |  | | | | |  |  | | | | |  |  | | | |  |  | | | |
| **Key Target Audience Delivery Factors** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Target audience is large (over  1000) and geographically dispersed | | | 🗸 | | 🗸 | | 🗸 | 🗸🗸🗸 | | | | 🗸 | | 🗸🗸 | | | | |  | 🗸🗸 | | | 🗸🗸 | | 🗸🗸🗸 | | | |
|  | Target audience is segmented with differentiated learning needs | | |  | |  | |  | 🗸🗸🗸 | | | |  | |  | | | | | 🗸 | 🗸 | | | 🗸🗸 | | 🗸🗸🗸 | | | |
|  | Learners have highly specialized learning needs | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | | |  | |  | | | | | 🗸🗸 | 🗸🗸 | | | 🗸🗸 | | 🗸🗸🗸 | | | |
|  | Target audience time to devote to training is low. | | |  | | 🗸🗸 | | 🗸🗸 | 🗸🗸🗸 | | | | 🗸 | | 🗸 | | | | | 🗸 | 🗸🗸 | | | 🗸🗸 | | 🗸🗸🗸 | | | |
|  | Target audience are content contributors (not just users of the content.) | | |  | |  | |  |  | | | |  | |  | | | | |  |  | | | 🗸🗸🗸 | | 🗸🗸🗸 | | | |
|  | Learning need of target audience is awareness learning level. | | |  | |  | |  | 🗸 | | | | 🗸🗸 | | 🗸🗸 | | | | |  |  | | | 🗸🗸 | | 🗸🗸 | | | |
|  | Learning need is knowledge transfer and skills development | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | | | 🗸 | | 🗸 | | | | | 🗸 | 🗸 | | | 🗸 | | 🗸🗸 | | | |
|  | Learning need is applied knowledge and skills learning. | | | 🗸🗸 | | 🗸🗸 | |  | 🗸🗸🗸  Simulation or Game | | | |  | |  | | | | | 🗸 | 🗸🗸 | | | 🗸🗸 | | 🗸 | | | |
|  | Learning need is experiential learning. | | |  | |  | |  | 🗸🗸🗸  Simulation or Game | | | |  | |  | | | | | 🗸 | 🗸🗸 | | | 🗸🗸 | | 🗸 | | | |
|  | Target audience is cohort-based | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | | |  | |  | | | | | 🗸 | 🗸 | | | 🗸 | |  | | | |
|  | Other | | |  | |  | |  |  | | | |  | |  | | | | |  |  | | |  | |  | | | |
| **Key Content Design Factors** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Content is substantial in scope (2 days or more) | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | |  | | | | |  | |  | | 🗸 | | | 🗸🗸 | | | 🗸🗸🗸 | | |
|  | Content is complex | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸 | | |  | | | | |  | | 🗸 | | 🗸🗸 | | | 🗸 | | | 🗸🗸 | | |
|  | Content (subject matter) is varied in nature/type of content. | | | 🗸🗸🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | |  | | | | |  | | 🗸🗸 | |  | | | 🗸 | | | 🗸🗸🗸 | | |
|  | Content is unstable (likely to change or increase in scope in next 6 months) | | |  | |  | |  |  | | | 🗸🗸 | | | | | 🗸🗸 | |  | | 🗸 | | | 🗸 | | | 🗸🗸🗸 | | |
|  | Content is not readily available or is not up-to-date (SME dependent -experiential content) | | | 🗸🗸 | | 🗸🗸 | | 🗸🗸 | 🗸🗸🗸 | | | 🗸🗸 | | | | | 🗸🗸 | |  | | 🗸🗸 | | | 🗸🗸 | | | 🗸🗸🗸 | | |
|  | Core content is available online through links. | | | 🗸 | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | | 🗸 | | | | | 🗸 | |  | | 🗸🗸 | | | 🗸🗸 | | | 🗸🗸🗸 | | |
|  | Content available Off-the-Shelf link to 3rd Party provider. | | |  | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | |  | | | | |  | |  | |  | | |  | | | 🗸🗸🗸 | | |
|  | Other | | |  | |  | |  |  | | |  | | | | |  | |  | |  | | |  | | |  | | |
| **Key Development Factors** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Time to develop and launch is short (less than 8 weeks) | 🗸 | | | 🗸 | | | 🗸 | | 🗸 | 🗸🗸 | | | | | 🗸🗸 | |  | | | | 🗸🗸 | 🗸🗸 | | | | | 🗸🗸🗸 |
|  | Limited development budget/resource availability |  | | |  | | |  | |  | 🗸🗸 | | | | | 🗸🗸 | |  | | | | 🗸 | 🗸🗸 | | | | | 🗸🗸🗸 |
|  | Requirement for monitoring and reporting | 🗸🗸🗸 | | | 🗸🗸🗸 | | | 🗸🗸🗸 | | 🗸🗸🗸 | 🗸🗸🗸 | | | | | 🗸🗸🗸 | | 🗸🗸 | | | | 🗸🗸 | 🗸 | | | | | 🗸🗸🗸 |
|  | Subject matter expertise not readily available to support development |  | | |  | | |  | |  | 🗸 | | | | | 🗸 | |  | | | |  | 🗸 | | | | | 🗸🗸🗸 |
|  | Subject matter expertise not readily available to support delivery |  | | |  | | |  | | 🗸🗸🗸 | 🗸 | | | | | 🗸 | |  | | | |  | 🗸🗸 | | | | | 🗸🗸🗸 |
|  | Other |  | | |  | | |  | |  |  | | | | |  | |  | | | |  |  | | | | |  |