

# Is This a Training Problem?

A quick decision tool for managers, SMEs, and instructional designers.

## START HERE:

### Identify the Performance Gap

What is the performance gap you're noticing?

- A task isn't being done
- A task is being done incorrectly
- A task is taking too long
- A behaviour is inconsistent

## STEP 2:

### Clear Expectations

Has the employee been told what good performance looks like?

Is there a documented standard or SOP?

**NO** → Communication problem.  
Clarify expectations.

**YES** → Continue

## STEP 3:

### Necessary Resources

Does employee have tools, access, time, staffing, permissions, materials?

**NO** → Resource problem.  
Remove barriers, provide tools.

**YES** → Continue

## STEP 4:

### Skill Demonstration

Have they done this successfully before?

Can they do it in some contexts?

**YES** → Motivation problem.  
Explore incentives, workload.

**NO** → Continue

## STEP 5:

### Infrequent Task

Is this a low-frequency skill?  
Easy to forget between uses?

**YES** → Performance support problem.  
Provide job aid or checklist.

**NO** → Continue

## STEP 6:

### New/Complex Skill

Does it require practice, modelling, or coaching?

Cognitively demanding?

**YES** → Training problem.  
Provide training with feedback.

**NO** → Continue

## STEP 7:

### Environment Issue

Culture, workload, stress, team dynamics, conflicting priorities?

**YES** → Organizational problem .  
Address with leadership.

**NO** → Continue

## STEP 8:

### Willing but Struggling

Are they trying?  
Asking questions?  
Open to feedback?

**YES** → Coaching problem.  
Provide targeted coaching.

**NO** → Performance management.  
Follow HR processes.