

L&D with impact.

The 11 questions you always ask to check whether you're dealing with a learning question:

1. What exactly is the problem that's been handed to me?
2. What is given as the trigger or cause of the problem?
3. Who is involved in the problem?
4. What is already being done to solve it?
5. What do I think the cause of the problem is?
 - a. Lack of knowledge
 - b. Lack of skills
 - c. Lack of motivation or attitude
 - d. A wider change within the organisation
 - e. The context or environment of the question
6. What are the consequences of this problem for the performance of the employees, the team and the organisation?
7. What does the desired situation broadly look like once we've solved the problem?
8. What are the possible solutions?
9. Is this actually a learning question?
10. Are there other factors around the learning question that are conditions for the L&D part to succeed?
11. Which solution fits best?