

Criteria for an Effective Solution Design (Tool 2c)

- A. Some form of needs assessment is conducted or referenced to identify performance requirements, performance gaps, root cause and performance readiness needs.
- B. The execution role of Active Management Reinforcement (AMR) is assessed and if needed, becomes part of the solution design.
- C. At least one follow-up transfer action and strategy is included or a compelling reason is provided why it is not needed.
- D. Solution objectives and measures focus on root cause and target performance readiness, performance execution, and business outcome.
- E. All relevant components of *performance readiness* are addressed, not just learning (80/20 rule applies).
- F. An activity is included to facilitate participants' identifying ineffective habits and developing actions to eliminate them.
- G. A variety of *action learning* methods and practice activities are included to facilitate involvement, problem solving, collaboration and deeper thinking to build confidence to execute.
- H. The *most effective delivery methods* are chosen from among facilitator-led, web assisted, media assisted, blended, or other options.
- I. A pre-engagement action is identified for implementation.
- J. As an alternative or in addition to formal training, learning and developmental actions are explored and recommended as appropriate (such as: job rotation, developmental job assignments, coaching, structured on the job training and self study assignments).
- K. Partnerships are established with key managers, clients, or others to create and support an effective design that will achieve targeted outcomes.