



Training Alignment with Business Checklist



- **STEP 1: Identify the source of the stated training need—your business partner(s).**

- **STEP 2: Meet with the business partner(s) to determine the business driver/need.**
 - Ask “why?” or “so what?” types of questions to get at the business driver.
 - Continue the conversation with operational gap questions, uncovering the current and target operational goals.

- **STEP 3: Conduct a performance gap analysis with the business partner and additional stakeholders.**
 - Identify the gap between the current and desired performance.
 - Determine the reason for the performance gap (knowledge, skill, infrastructure).
 - Define the approach(es) to close the gap.
 - If training is one of the approaches, continue to step 4.

- **STEP 4: Write the learning objectives that will help close the performance gap and support the business need.**
 - Define the target audience by role/responsibility or other applicable criteria.
 - Write learning objectives that are:
 - Aligned with the business need
 - Actionable by the learners
 - Observable and measureable by the instructor/e-learning program