Step 3: Learning Evaluation, Discover *(optional)*

Identify what learning is already happening in your organization that supports the program's goals.

To help direct research during the discovery step, answer these questions about the learning activities that relate to your program's goals—including both learning that might support or undermine the program's goal.

What learning activities do you already know about within your organization?

Ask learners about the learning they've completed in areas that you may not have known about.

Which teams, departments, and/or individuals are successful in areas relating to program goals?

What are the reasons for that success?

Can any of these positive learning experiences be replicated? Can that expertise be shared?

Example Step 3: Learning Evaluation, Discover

Identify what learning is already happening in your organization that supports the program's goals.

To help direct research during the discovery step, answer these questions about the learning activities that relate to your program's goals—including both learning that might support or undermine the program's goal.

What learning activities do you already know about within your organization?

> *Salespeople have sales skills from e-learning courses via the LMS. About 76% of salespeople have completed this training during the last two years.*

Ask learners about the learning they've completed in areas that you may not have known about.

> *Salespeople also receive technical briefings and product fact sheets (PDF) from the production team each time a new product is launched.*

Which teams, departments, and/or individuals are successful in areas relating to program goals?

> *The North territory sales team consistently achieves higher sales and customer feedback scores for new products within the first six months of those products being launched.*

What are the reasons for that success?

> *The area manager for the North sales team believes that one reason for his team's success is an informal 5-minute product quiz at the end of each weekly sales meeting. They also have a team member, Dave Smithson, who used to work on the product team and is particularly good at understanding and explaining the product fact sheets issued by the production team.*

Can any of these positive learning experiences be replicated? Can that expertise be shared?

> 1. *Encourage all territories to include product quizzes during their sales meetings. Consider tracking completion and scores.*
> 2. *Include Dave Smithson as an SME in production of the training materials.*