

## Modern Learning Ecosystem Worksheet

Bring the Modern Learning Ecosystem from concept to action with this practical worksheet. It provides a structured way to think through performance challenges, connect them to real business outcomes, and design support that reflects the realities of work. Rather than default to training, you will work through the full enablement ecosystem — identifying what people need to do, where they struggle, and how different layers of enablement can support performance in the flow of work.

This worksheet guides you through the core principles of the Modern Learning Ecosystem Framework, helping you analyze the problem, clarify the desired outcomes, and select the right combination of training, coaching, reinforcement, performance support, and shared knowledge. Whether you are addressing a specific performance issue or shaping a broader enablement strategy, this tool keeps the focus on results. Use it to move beyond assumptions, make more intentional design decisions, and build consistent, scalable enablement that fits your operation and delivers measurable impact.

<p><b>THE PROBLEM</b> What is the core problem statement and / or request that started the solutioning process?</p>	
<p><b>STEP 1: RESULT</b> What is the realistic, measurable, agreed-upon result you will attempt to achieve with a solution?</p>	

**STEP 2: AUDIENCE**

Who must change their performance for the result to be achieved?

Consider the following attributes:

- Function: what job does this audience do and how do they do it?
- Foundation: what knowledge / skill is this audience expected to possess?
- Scale: how many people are included within the audience?
- Time: how does this audience manage their time on the job?
- Location: where does this audience regularly do their work?
- Access: how does this audience access information on the job?
- Motivation: what are the desired outcomes of work for this audience?
- Measurement: how is this audience's performance measured?

<p><b>STEP 3: BEHAVIOR</b> What must this audience DO on the job for the result to be achieved?</p> <ul style="list-style-type: none"><li>• What does desired performance look like?</li><li>• Why is this behavior not exhibited today?</li><li>• How will this behavior be observed and measured?</li></ul>	
<p><b>STEP 4: KNOWLEDGE</b> What must this audience KNOW to be able to demonstrate the desired behavior on the job?</p> <ul style="list-style-type: none"><li>• Must this knowledge be retained, or can it be referenced in the moment of need?</li></ul>	

<p><b>STEP 5: SOLUTION</b></p> <p>Consider the following when shaping a right-fit enablement solution:</p> <ul style="list-style-type: none"> <li>• Context: when and where does this audience need support?</li> <li>• Criticality: how problematic is failure related to this topic?</li> <li>• Complexity: how challenging is the required knowledge / behavior to improve?</li> <li>• Timeliness: when is a solution needed?</li> </ul>	
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Once you have defined the problem, clarified the result, and outlined the performance requirements, the next step is determining how to support this performance most effectively.

This is where the **Modern Learning Ecosystem Framework** comes into play.

Rather than relying on a single solution, you will apply a combination of enablement layers to ensure people can perform when it matters. Each layer serves a specific role, from building foundational knowledge to supporting execution in real time. The goal is to match the right type of support to the needs you've identified, based on the audience, the behavior, and the conditions in which the work happens.

Use the framework that follows to select and align the layers of support that will drive the result you defined, ensuring your solution is practical, targeted, and built to perform in the flow of work. Only activate the layers needed to achieve the desired outcome.

<p><b>LAYER 1   SHARED KNOWLEDGE</b> How will the audience access on-demand information related to this topic?</p>	
<p><b>LAYER 2   PERFORMANCE SUPPORT</b> How will the audience raise their hands to ask for help in the moment of need?</p>	
<p><b>LAYER 3   REINFORCEMENT</b> How will the audience practice applying their knowledge / skill in low-risk ways?</p>	

<p><b>LAYER 4   COACHING</b> How will managers observe performance and provide feedback in the flow of work?</p>	
<p><b>LAYER 5   PULL TRAINING</b> How would a structured, self-directed training activity help the audience achieve the desired performance level (if applicable)?</p>	
<p><b>LAYER 6   PUSH TRAINING</b> Is a structured training activity required to achieve the desired result – or for regulatory / compliance purposes?</p>	
<p><b>THE RESULT</b> How will the impact of your solution be measured – and how will this impact be shared with stakeholders?</p>	