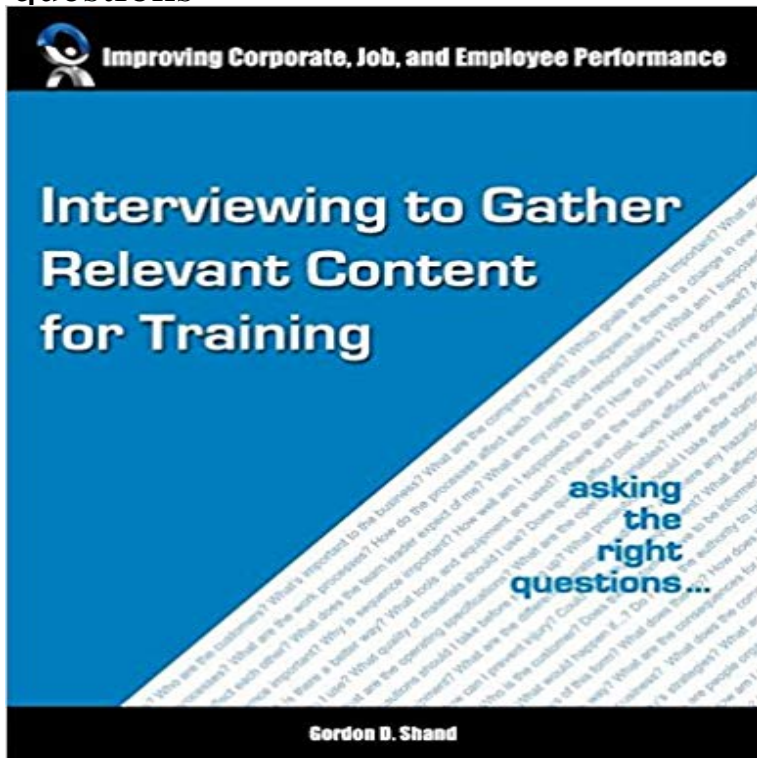


Interviewing to Gather Relevant Content for Training: Asking the right questions



Interviewing to Gather Relevant Content for Training Relevant training contributes to business success. But how do you figure out what training is relevant? This book provides strategies you need to provide the leadership to direct Subject Matter Experts (SMEs) to identify relevant training content-content that contributes to improved employee, job, and business performance. Experienced workers often have difficulties in identifying content for training; they cannot separate the chaff from the wheat. This book provides the strategies you need when interviewing SMEs to identify training that will give your organization the best return on its investment in training. And, trainees will be more receptive because the training focuses on issues important to their work.

Part A: Provides criteria and strategies you can use to identify training content that is relevant-content you should address and should not address Describes pitfalls that you may encounter and ways to resolve these pitfalls Part B: describes an interviewing process where you provide leadership to identify and gather content that is relevant, useful and practical. You will learn how to: Help the subject matter expert provide quality content Select content that is relevant and eliminate content that will not improve performance Keep the subject matter expert engaged Structure the content to effectively and efficiently develop training and assessment resources The suggestions in this book are the accumulated experiences of many training and performance consultants who have encountered the challenges of gathering relevant content and developing effective training. Who can benefit? Educational, training, and performance consultants Training program designers Instructional designers Technical writers Trainers and coaches Internal staff who develop training

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