Learning needs check

Start with one recurring error. Use an example from the work and agree what to try first.

Worked example

Urgent jobs land in the standard queue. A dispatcher chooses correctly on desktop. On the handheld, the urgency flag sits behind another tab. The shift lead will check the handheld view on the next five jobs.

Work through it

One recent example
At which point did the result differ from what the team needed?

What the worker could see
Which choices, tools, instructions and constraints were present?

A small check
What would distinguish missing knowledge, a practice need or a process issue?

First change and review
What will you try, who owns it and what will you look for next time?

Try it with a colleague

Bring one recurring error to a team meeting. Ask what evidence would make you choose a module, a rehearsal or a process change. Write down one check before choosing.

Learning needs check

Type in the boxes or print this page. Use a de-identified example.

One recent example

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What the worker could see

Which choices, tools, instructions and constraints were present?

A small check

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First change and review

What will you try, who owns it and what will you look for next time?