

## LEARNING AND PERFORMANCE THROUGH INSIGHT-APPLICATION-MASTERY

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Most expect participants to apply what they “learned” after attending a training session or seminar. However, it becomes difficult if not impossible to do so when an organization does not support and reinforce the training. Leadership must be prepared to implement change aligned with the learning that was completed. If they have not set up a system to reinforce the behaviors being taught, they have wasted time, energy and financial resources.

**Insight-Application-Mastery™** provides the accountability for both learner and organization to assure that changes are practiced on the job. People proceed from **Insight** (initial learning and awareness), through **Application** (on-the-job use of what was learned), to **Mastery** (competence and excellence).

Working in partnership with an organization, we define the training and expected results. Participants are involved based on those definitions (**Insight**), with the expectation that they will apply what they have learned on the job and within the organization (**Application**). This is a time where leaders coach learners and reinforce specific skills. After the practical experience of working through actual job situations, learners are positioned to master the specific skill being taught (**Mastery**).

Typically, leadership sends people to training and expects them to apply the skills they have learned even though the organization (work process and technology) is not designed to align with those (new) behaviors. People require the opportunity to practice what they have learned, and organizations are required to reinforce learning through actual work experiences, with coaching on the job linked with application.

The **Insight-Application-Mastery** model will enhance the success of learning by creating accountability for leaders and learners to work together to design training based on behavior

and performance and to measure it for success. It is imperative that the training will be applicable at the work site. With focused reinforcement, the trainer and supervisor gain an understanding and complement each other’s skills and abilities – creating capability.

When considering training and learning for performance change, answer-

- What skills do you want to be learned and applied?
- How are these skills applied within your organization as performance?
- How will you know people have mastered these specific skills?

Learning is essential for all of us. For optimum success, consider the **Insight-Application-Mastery™** model in designing specific training programs that focus on and achieve improved performance by building behavior-based knowledge and skills that result in capability.

