



Life Back on the Job

Questions to figure out what people need to DO after your training

1. **If you were a fly on the wall, how would you be able to tell if someone had taken your training?** (Remember, the only way a fly could determine whether someone had learned something is by observing behavior.)
2. Why does management care about this? How does it affect the business?
3. Why would participants care about this?
4. Who do participants interact with back on the job? (customers? line employees? management? etc.)
5. How would one of these people interacting with a participant on the job be able to tell if the person had been trained?
6. Who else is affected by what participants do as a result of this training?
How?
7. What are the real-world consequences to participants if they are not successful at implementing what they learn at your training?