

The Modern Learning Ecosystem

Application Guide

Follow the steps below to work through a learning and performance challenge using the MLE Framework.

<p>The Problem</p> <p>What is the core problem statement and/or request that started the solutioning process?</p>	
<p>Step 1 Result</p> <p>What is the realistic, measurable, agree-upon <u>result</u> you will attempt to achieve with a solution?</p>	
<p>Step 2 Audience</p> <p><u>Who</u> must change their performance for the result to be achieved?</p> <ul style="list-style-type: none"> ▪ <u>Function</u>: what job does this audience do and how do they do it? ▪ <u>Foundation</u>: what knowledge/skill is this audience expected to possess? ▪ <u>Scale</u>: how many people are included within the audience? ▪ <u>Time</u>: how does this audience manage their work time? ▪ <u>Location</u>: where does this audience regularly do their work? ▪ <u>Access</u>: how does this audience access information on the job? ▪ <u>Motivation</u>: what are the desired outcomes of work for this audience? ▪ <u>Measurement</u>: how is the audience's performance measured? 	
<p>Step 3 Behavior</p> <p>What must this audience <u>do</u> on the job for the result to be achieved?</p> <ul style="list-style-type: none"> ▪ What does desired performance look like? ▪ Why is this behavior not exhibited today? ▪ How will this behavior be observed and measured? 	
<p>Step 4 Knowledge</p> <p>What must this audience <u>know</u> to be able to demonstrate the desired performance behavior?</p> <ul style="list-style-type: none"> ▪ Must this knowledge be retained or can it be referenced in the moment of need? 	

<p>Step 5 Solution</p> <ul style="list-style-type: none"> ▪ <u>Context</u>: when and where does this audience need support? ▪ <u>Criticality</u>: how problematic is failure related to this problem? ▪ <u>Complexity</u>: how challenging is the required knowledge/behavior to improve? ▪ <u>Timeliness</u>: when is a solution needed? 	
<p>Layer 1 Shared Knowledge How will the audience access on-demand information related to this topic?</p>	
<p>Layer 2 Performance Support How will the audience raise their hand to ask for help in the moment of need?</p>	
<p>Layer 3 Reinforcement How will the audience practice applying their knowledge/skill in a low-risk environment?</p>	
<p>Layer 4 Coaching How will managers observe and provide feedback on audience performance in the workflow?</p>	
<p>Layer 5 Pull Training Would structured, self-directed training help the audience achieve the desired performance level?</p>	
<p>Layer 6 Push Training Is structured training required to achieve the desired result?</p>	
<p>The Result How will the impact of the solution be measured and shared with stakeholders?</p>	