2ND NATURE LEARNING: PROGRAM DEVELOPMENT, DELIVERY AND EVALUATION   A. DEVELOPMENT

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1. Form a **PROGRAM PLANNING TEAM & RESOURCE GROUP** (Target audience, stakeholder, client, management representatives; needed expertise, knowledge, experience)

PROGRAM For 2nd Nature Learning--lasting change that gains desired results	EVALUATION For Feedback and Continuous Improvement
2. **Prepare, plan and build a solid foundation** for a program---team and resource group assistance, needs assessment, objectives, evaluation plan.	2. Develop a **Pre-Program Planning Checklist** to assess and improve program preparation, planning and team and resource group assistance.
3. Determine desired r**esults/outcomes**, such as increasing sales; reducing costs, cycle time, turnover, complaints.	3. Develop **Results/Outcomes Indicators and Checklist (Level 4)** to assess and improve gain on results/ outcomes, such as number of sales, complaints; cost, cycle time. Also use feedback from Participant Interviews.
4. Determine the necessary/required **skills, knowledge, actions, behaviors** for gaining desired results/outcomes.	4. Develop a **Action/Behavior Checklist; Action Plan, Post-Program Questionnaire, Interviews (Level 3)** to assess and improve required skills, knowledge, behaviors becoming a lasting part of behavior, work, life in order to gain desired results/outcomes.
5. Develop the **actual program/snl learning experience** for learning the required skills, knowledge, behaviors that impact/gain desired results.	5. Develop **Tests/Assessments (Level 2)** to assess and improve learning of required skills, knowledge, behaviors.
6. Determine the necessary, crucial **after-program support** for transferring/using new skills, knowledge, behaviors and making them a lasting part of behavior, life, work.	6. Develop a **New Learning Applications and Support Checklist** to assess and improve the necessary after-program support for application, permanency and gaining results.
7. Ensure **participant satisfaction** with the program.	7. Develop a **Participant Satisfaction Questionnaire (Level 1)** to assess and improve participant satisfaction.

2ND NATURE LEARNING: PROGRAM DEVELOPMENT, DELIVERY AND EVALUATION
B. DELIVERY

> **(1.) PROGRAM PLANNING TEAM & RESOURCE GROUP**
> delivers and improves the entire program and evaluation process.

PROGRAM For 2nd Nature Learning--lasting change that gains desired results	**8.** Conduct the actual **program/snl learning experience** for learning the skills, knowledge, behaviors that gain desired results/ outcomes.		**9.** Implement the necessary, crucial **after-program support**--coaching, mentoring, learning buddies, job aids, action plan <u>that</u>		**10.** Make new skills, knowledge, behaviors a lasting, **integrated part of behavior, work, life** <u>in order to</u>		**11. Gain/impact desired results**: increasing sales; reducing costs, cycle time, turnover, customer complaints.
EVALUATION For Feedback and Continuous Improvement	**8.** a. Use a **Test/ Assessment** to assess and improve learning of new skills and knowledge. b. Track **Results/ Outcomes Indicators** right after the program.		**9.** Using the New Learning Applications and Support Checklist, **assess and improve applying and permanently learning** new skills, knowledge behaviors in order to gain desired results/ outcomes.		**10.** 2 to 4 months after application of the program starts, **assess and improve integration, permanency** of new skills, knowledge, behaviors, using the Post-Program Questionnaire; Participant Interviews; Action/Behavior Checklist; Action Plan. <u>Go to 4. If other skills, knowledge, actions/ behaviors needed.</u>		**11.** 2 to 4 months after application of the program starts, **assess and improve gain/impact on results**, tracking Results Indicators again and comparing to the first tracking/ measurement (8. b.) and using feedback from Participant Interviews. <u>Go to 3.if other results/ outcomes that need to be addressed.</u>