The EnABLE Framework: Effective Learning and Performance Support Together

Ryan Sarpalius, Pacific Gas & Electric
Flexibility

The landscape will always change. You have to center your team on the right things to be ready.

Value

Learning teams must leverage their skills and expertise to drive and articulate their value.

Simplicity

Your approach needs to be relatable to everyone including your stakeholders.
We forget 50% of what we learn within an hour if we don’t use it.

Hermann Ebbinghaus
10 | 90

Everything else | Training
Everything is important

Nothing is remembered.
Cost to develop and deliver

Topics for learning

Traditional Training

Go-Live

Training Starts

Time

Competency
Training Performance
Cost to develop and deliver

Topics for learning

Traditional Training
Cost to develop and deliver

Topics for learning

Traditional Training
We cannot solve our problems with the same thinking we used when we created them.

Albert Einstein
EnABLE Framework

Focus on Performance
framework

/ˈfrɑm-, wərkJ/: the basic structure of something: a set of ideas or facts that provide support for something
Engage

Align

Build

Leverage

Evaluate
Engage

Case for Change

Intake

FEA 1

Estimate
It’s not that they can’t see the solution. They can’t see the problem.

G.K. Chesterton
Who should be aligned?

Everyone.
Who should be aligned? **Everyone.**

What does project **success** look like?

What’s **critical**?

Have all the **audiences** been identified?

What is the **current** state of performance?

What is the **desired** state of performance?

What **barriers** might affect employee's performance?

Who will **own** it when we’re done?

How will we **remediate**?

Where’s the **data**?
“Tell me more”
Build

Map

Storyboard

Iterate
Free your designers.
Leverage

Super Users

Peer/Social

Job Aids

Video
“Organizations can’t achieve a sustained pattern of effective performance in an environment of continuous change unless they put into place the means to deliver to every employee just what is needed, in the way it’s needed, to support effective performance.”

Conrad Gottfredson
Evaluate

Measure  Iterate  Remediate
Remediate
Engage
Align
Build
Leverage
Evaluate
The EnABLE Framework
Resources

http://www.learningsolutionsmag.com/articles/1262/agile-instructional-design-the-big-questions


Two Clicks, Ten Seconds:
http://www.learningsolutionsmag.com/articles/964/

Performance Support Solutions
http://www.learningsolutionsmag.com/articles/983/

(Overlay w/Agile)