



Learn Patch

A 10-step guide to using curation to design resources-first learning

Important: Focus on the performance challenge and nothing else. The approach you use to solve the problem will become apparent once you have answered these questions.

1 Start with a blank sheet

Open mindset, curious and ready to explore the challenge.

2 Identify the performance gap/challenge

What is the performance challenge and what are the causes? At this point, an L&D intervention may not be the answer.

3 Identify the audience

Who is this performance challenge affecting?

4 Describe the working context in which the resources are required

Are employees office based, in a retail environment, on the road etc

5 What are their preferred channels of communication?

Which ones do they use for work - the ones they *really* use?

6 What content formats most suit their work context?

Are there preferred content types eg video, audio, articles, courses?

7 Who do they turn to for help when they need to fix a performance issue?

This will help identify trusted sources of information - they might become your subject matter experts/curators

8 Are there any other sources of information they use for work problems?

Establish where else they find resources - these might be good resources for you to use.

9 Who would be the best person to curate these resources?

Curation is not the preserve of L&D. These questions might help identify who is best placed to pull together the required resources.

10 How will you know if your resources have worked?

Think about how you might measure value and impact. It might be a follow-up conversation or a positive change in a performance-related metric.