



Learn Patch

The content curator's checklist

In order to provide quality resources, the curator must establish answers to the following six questions. Remember, curators start with an open mind and desire to help solve performance problems. They take care to understand what resources are needed and to curate quality information.

They start by understanding the performance problem. Learning may not be the solution.

What is the performance challenge?

Describe the performance problem that needs to be overcome.

Who has the performance challenge?

Is it an individual, team, cohort, business unit?

What's your evidence that this is the actual challenge?

It might be that you need to corroborate what's being said. Do you need to collect more evidence?

Why is this a challenge? (is this a knowledge/skills issue?)

Explain the cause/reasons for this performance problem. You need to know if this is a knowledge/skills/capability issue.

Is this a new challenge?

Establish whether this performance issue has occurred before. A historical perspective will help you avoid doing the same thing again.

If not, what has been done previously to overcome it?

Understanding why previous approaches have failed will help design a new way of helping employees perform better.