

Designing for Experience



Training Format	NOVICE	EXPERT
eLearning	provide Virtual Assistants, hints, worked examples, pre-training, segmenting longer lessons, graphic organizers, learner control (can slow down or repeat as needed)	give learner control (allow learners to go at their own pace, skip ahead or test out/ create adaptive learning paths), give scenarios to practice problem-solving and move ahead
Instructor-led Training (ILT)	use examples, analogies, stories, handouts, break into pairs or groups to brainstorm (make lists, share experiences)	invite experts to share personal examples, use stories and scenarios, invite discussion, include group exercises (problem-solving), be willing to speed up/skip sections based on in-the-moment feedback
Documents	give definitions for unfamiliar terms, organized headers and sub headers to indicate what is significant, place images	Summarize content, use proper headings and subheadings allows for scanning/reading quickly for highlights, make sure documents are searchable
Shadowing or Mentoring	include a checklist, give timely feedback, allow time for processing (reflection), be willing to adjust the pace for the learner	give a checklist, give timely feedback, allow time for processing (reflection), allow them to move ahead more quickly as indicated by performance
In every format	reduce cognitive load by using segmenting, pre-training, worked examples; use images with text, give graphic organizers, etc.	leverage spiraling by connecting information to previous learning to go deeper, provide opportunity for them to apply new content, make their own connections