



Create an Experiential Training Program

Using Action Mapping to Create Action-Based Training in Your IIS

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phii.org/academy



Create an Experiential Training Program

- Introductions



Create an Experiential Training Program

- Introductions
- Session objective



Create an Experiential Training Program

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- Session objective
- Overview: Action Mapping



What Is Action Mapping?

- What do people need to ~~know~~ **do**?



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- Advantages and impact



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- What *isn't* Action Mapping?







What Is Action Mapping?

- What do people need to ~~know~~ **do**?
- Advantages and impact
- What *isn't* Action Mapping?
- Don't get stuck on delivery format



What Is Action Mapping? Four Steps

1. Identify a business **goal**: 
2. Identify **actions** needed to reach the goal: 
3. Design **activities** to practice actions: 
4. Identify the **minimum information** needed to complete each activity: 



Step 1. Identify a Business Goal

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 - General, boundless, and vague
 - Preemptively focused on facts or topics
 - “Increase knowledge about...”





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 - Focused on a tangible desired end result
 - “Improve my organization by...”





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 - Specific, measurable, and timely.
 - Focused on a tangible desired end result
 - “Improve my organization by...”
- **Your turn!**
 - **Write a business goal. How does it improve the organization? (2 mins)**
 - **Discuss your goal(s) with your table (5 mins)**



Step 2. Identify Actions to Reach the Goal



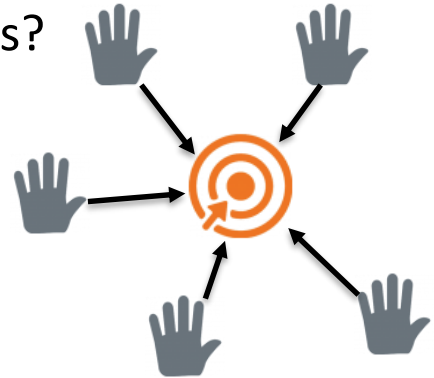
- Focus on **action** – not knowledge.
- What actions must occur to make your goal a reality?



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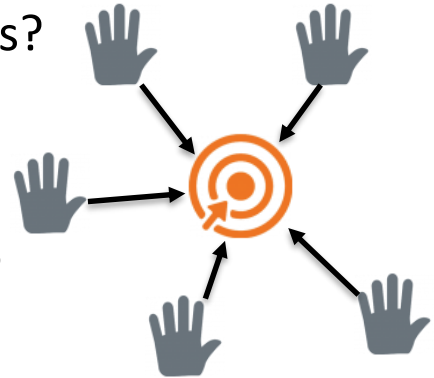
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- Why isn't everyone already practicing these behaviors?
 - Knowledge, skills, environment, motivation



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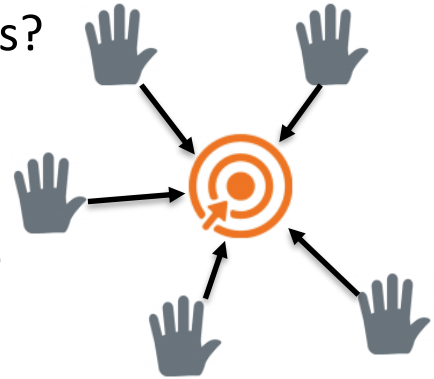
- Focus on **action** – not knowledge.
- What actions must occur to make your goal a reality?
- Why isn't everyone already practicing these behaviors?
 - Knowledge, skills, environment, motivation
- **Your turn:**
 - **Write 3-5 actions that need to occur for your business goal to be achieved (5 mins)**
 - For each action, identify why it isn't already occurring: Knowledge, skills, environment, or motivation.



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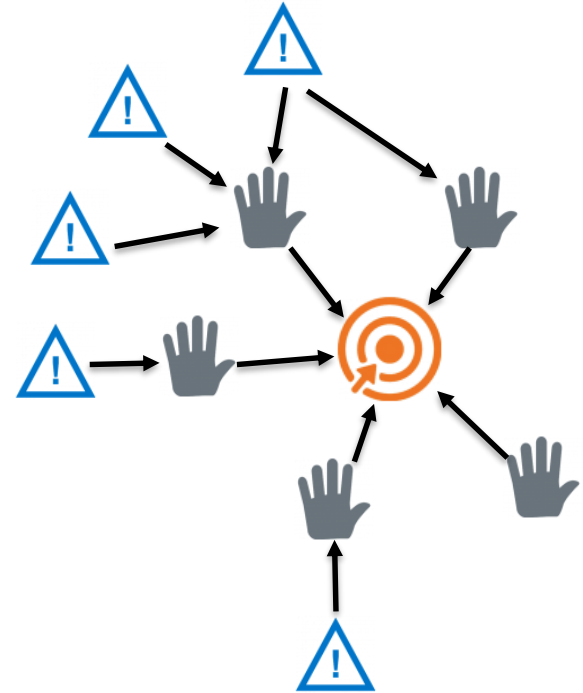
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 - For each action, identify why it isn't already occurring: Knowledge, skills, environment, or motivation
 - **Review your actions with your table (5 mins)**





Step 3. Design Practice Activities

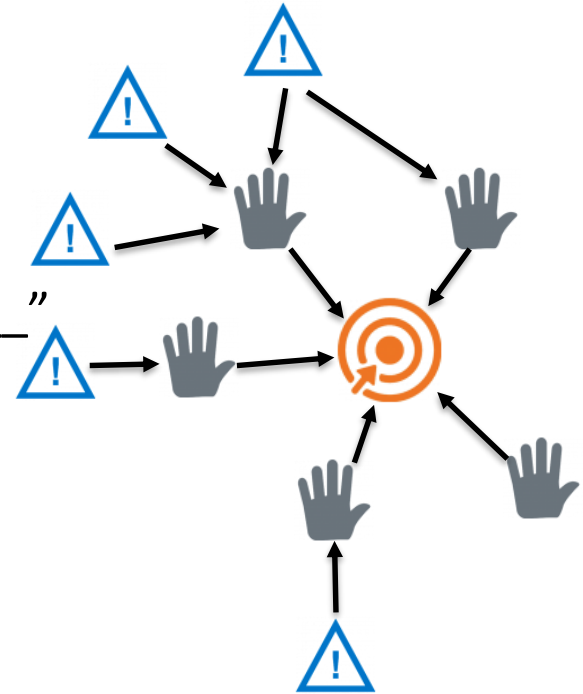
- What activities will help the audience apply information?
 - Solve those problems of knowledge, skills, motivation, and environment!





Step 3. Design Practice Activities

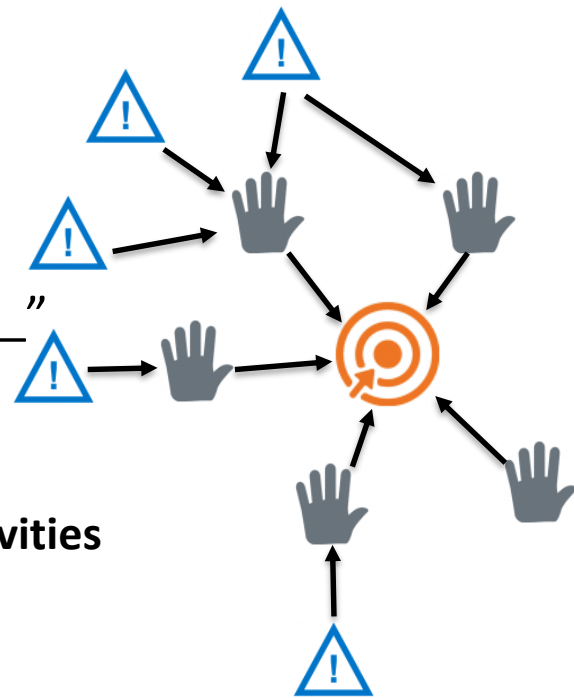
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- Your activities should **not** be “Learn about _____”
 - We want action – not regurgitation!



⚠ Step 3. Design Practice Activities



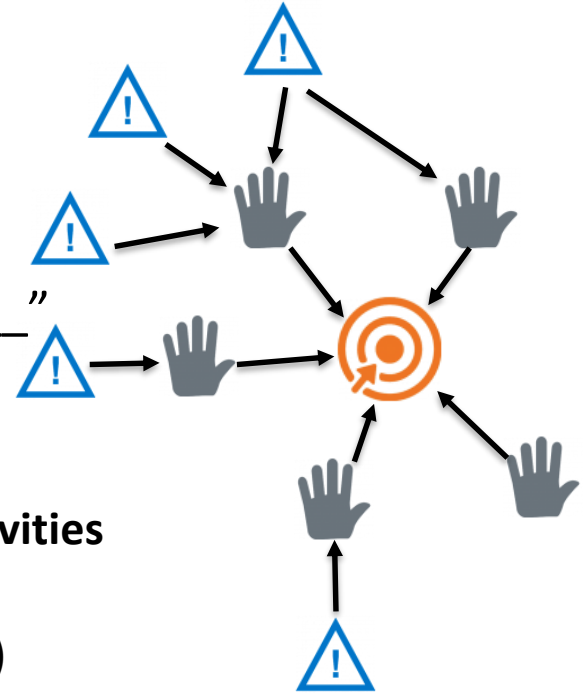
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 - **Pick one action and write down 3 practice activities that support it (3 mins)**





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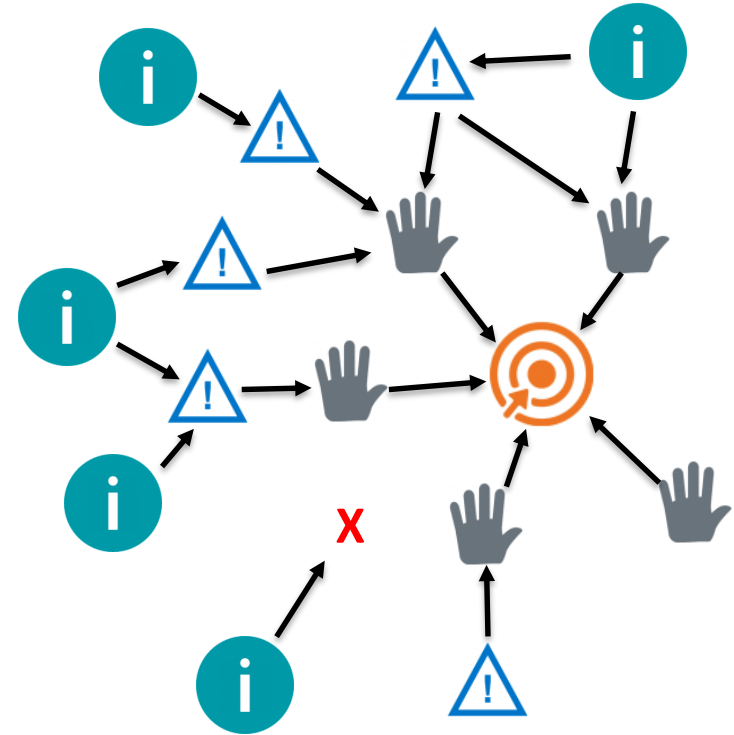
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 - **Review your activities with your table (5 mins)**



i Step 4. Identify Necessary Information



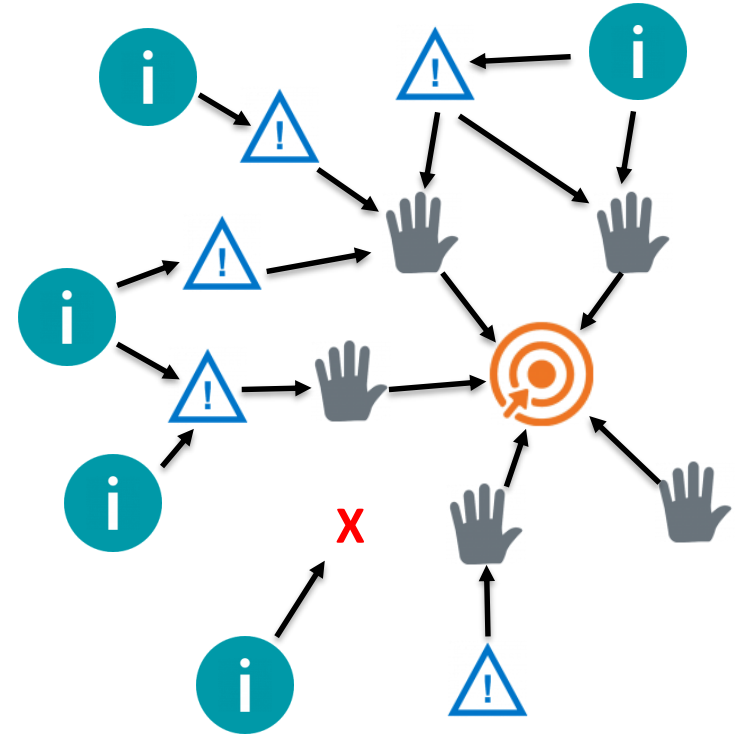
- Identify the minimum necessary information people need to perform the activities
 - Is it really **necessary**?
 - Does it solve an issue with: Knowledge, skills, environment, or motivation?



i Step 4. Identify Necessary Information



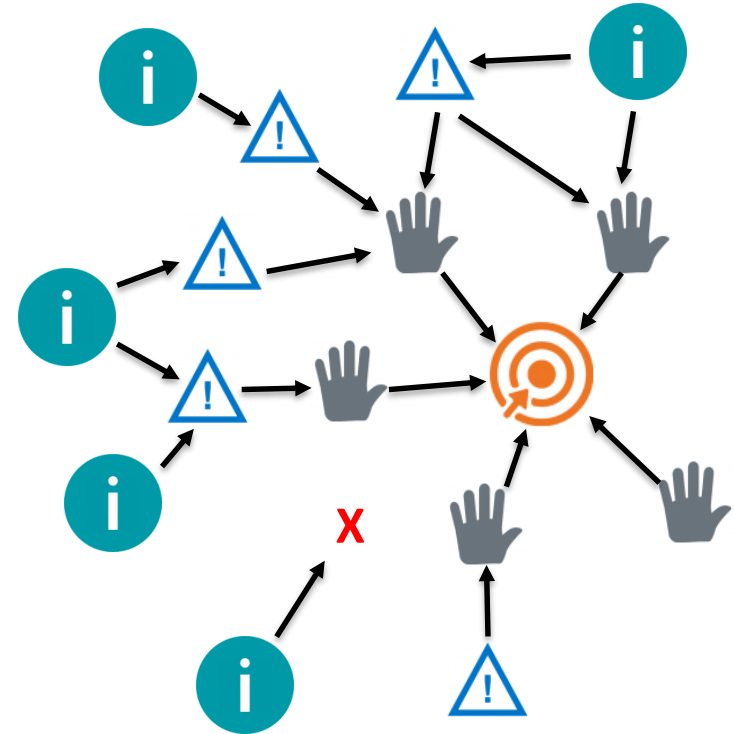
- Identify the minimum necessary information people need to perform the activities
 - Is it really **necessary**?
 - Does it solve an issue with: Knowledge, skills, environment, or motivation?
- **Your turn:**
 - **Pick one activity and identify 5 pieces of information people need to perform the activity (3 mins)**



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- Identify the minimum necessary information people need to perform the activities
 - Is it really **necessary**?
 - Does it solve an issue with: Knowledge, skills, environment, or motivation?
- **Your turn:**
 - Pick one activity and identify 5 pieces of information people need to perform the activity (3 mins)
 - Share your information with your group (5 mins)





Summary

- Use Action Mapping to create, identify, aggregate, assign, or share **good training**
- **Good training** solves organization problems and contributes to organizational success
- The goal is not just information – the goal is information that builds good **behaviors (actions)**, which contribute to organizational **goals**.



Create Your Own Training Action Plan

Training Action Plan

From "Create an Experiential Training Program" - AIRA National Meeting 2018



ORGANIZATIONAL GOAL: Write one business goal of your organization that can be achieved in the next year. Be specific!

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ACTIONS: Write up to five (5) actions that need to occur for your business goal to be achieved. Below each action, circle the reasons that this action isn't occurring yet by circling the letter corresponding to: Knowledge, Skills, Environment, Motivation

K S E M	K S E M	K S E M	K S E M	K S E M



PRACTICE ACTIVITIES: For each action, write three (3) activities that can be practiced by someone who needs to learn how to perform the action. Draw arrows from each practice activity to related actions – some activities may support more than one action, and vice-versa. Remember to focus on activities that solve the problems of knowledge, skills, environment, or motivation identified above.

1.	1.	1.	1.	1.
2.	2.	2.	2.	2.
3.	3.	3.	3.	3.



INFORMATION: For each activity, write up to five (5) pieces of information that your audience will need to support the activities. Does it exist already? If not, jot down some potential formats for this information (text, eLearning, video, graphs, flow charts, images, conversations, etc.). Draw arrows from each piece of information to the activities supported.

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Download the Training
Action Plan:
bit.ly/phiiactionplan

Questions, comments,
thoughts?



Action Mapping at PHH: Welcome to IIS

- Welcome to IIS Email Course
 - 18 weekdays. 18 emails. A crash course in all things IIS.
 - Each lesson includes **activities** to apply what you learn to your organizational goals.
 - Launching September 2018

Pre-register at:
surveymonkey.com/r/welcome2iis

Welcome to IIS Email Course

Unit 2: How Do IIS Work?

Lesson 3: Data Deduplication

1 2 3

Data Deduplication

In the last lesson we covered **interoperability**, and today we'll be discussing the related subject of **deduplication**. Deduplication is the process of preventing redundant data in a data set. Each record submitted to the IIS has multiple associated data elements, and deduplication ensures that all of these elements are appropriate.

Activity

- Find out how your IIS reviews potential duplicate records: review deduplication documentation for your IIS system and/or manual deduplication procedures.
- Talk to the person who reviews potential duplicates for your IIS. Can he or she think of an example of a change they made (or would like to make) to business rules in the system to lessen the number of records for manual review?



Resources

- Cathy Moore: Creator of the Action Mapping technique
 - blog.cathy-moore.com
- Action Mapping
 - <http://blog.cathy-moore.com/action-mapping-a-visual-approach-to-training-design/>
- PHII's IIS Training Hub
 - phii.org/iishub
- Informatics Academy: Training for IIS
 - informaticsacademy.org (Check out the free Fundamentals of IIS bundle!)
- Sign up for the free Welcome to IIS Email Course
 - www.surveymonkey.com/r/welcome2iis



Thank you, AIRA!

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