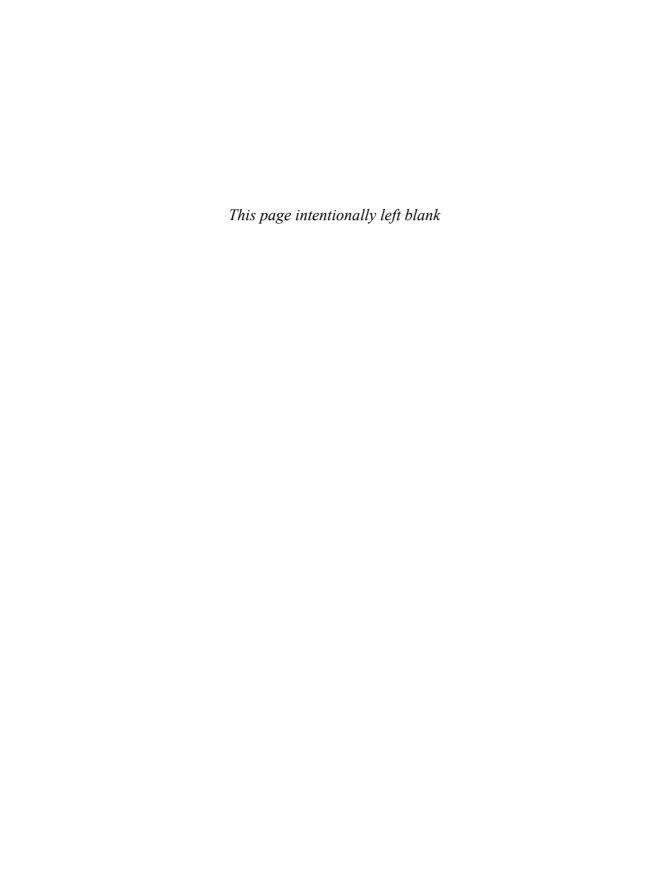
# DESIGN FOR HOW PEOPLE LEARN

SECOND EDITION

JULIE DIRKSEN





### **Design for How People Learn**

#### **Table of Contents**

# CONTENTS INTRODUCTION

#### 1 WHERE DO WE START?

The Learners Journey

Wheres the Gap?

Identifying and Bridging Gaps

Examples

Why This Is Important

Summary

#### 2 WHO ARE YOUR LEARNERS?

What Do Your Learners Want?

What Is Their Current Skill Level?

How Are Your Learners Different from You?

Learning Styles

Methods for Learning About Your Learners

Summary

#### 3 WHATS THE GOAL?

**Determine Goals** 

Identify the Problem

Set the Destination

Communicating Learning Objectives

Determine the Gap



#### **Table of Contents**

How Long Is the Trip?

Summary

#### 4 HOW DO WE REMEMBER?

Memory In & Out

Types of Memory

Repetition and Memory

Summary

#### 5 HOW DO YOU GET THEIR ATTENTION?

If Theyre Not Paying Attention

Talk To the Elephant

Ways To Engage the Elephant

Summary

#### 6 DESIGN FOR KNOWLEDGE

Will They Remember?

Helping Your Learners Understand

How Much Guidance?

A Process To Follow

Summary

#### 7 DESIGN FOR SKILLS

**Developing Skills** 

**Practice** 

Feedback

**Design for Accomplishments** 

Summary

#### 8 DESIGN FOR MOTIVATION

Motivation To Do



#### **Table of Contents**

**Designing for Behavior** 

Summary

#### 9 DESIGN FOR HABITS

What Is a Habit?

Identifying Habit Gaps

Designing for Habit

Applying To Learning Design

Summary

#### 10 SOCIAL AND INFORMAL LEARNING

What Does Learning Look Like In Your Organization?

Balancing Formal and Informal

Hiros Journey

Summary

#### 11 DESIGN FOR ENVIRONMENT

**Environment Gaps** 

Knowledge In the World

Putting Resources In the World

Putting Prompts/Triggers In the World

Putting Behaviors In the World

Clearing the Path

Summary

#### 12 DESIGNING EVALUATION

The Challenge Of Doing Good Evaluation

Does It Work?

Are They Learning?

Can the Learners Actually Do the Right Things?



## **Table of Contents**

Are the Learners Actually Doing the Right Things?
Summary
CONCLUSION
INDEX

