



How To Overcome the Curse of Knowledge

1. Content Overload	
Tip	Explanation/Example
Sifting and prioritising	Mind map and number. 0 - 10 re how important
What do you want them to change?	Understand what your objectives are. Visualise the takeaways and focus on behaviour.
Put yourself in their shoes	What's the first thing I'd want to be able to do?
Have a detailed plan before starting to design and review	Similar to point 1? Spend time on this. Use post-it notes. Have a table plan to add info in. Use a plastic flip chart to be eco!
Really getting to the root of the challenge/requirement	Be prepared to challenge stakeholder/SME assumptions about what they need - really get to the root of a problem via a proper needs analysis
Get perspectives	Consult with different people to get a different view of the problem
Core content in session but provide access to additional info	Mail out with links/additional resources post session
All about the design	Must, Should, Could - don't waste time on 'nice to haves'
Analyse the expected behaviours and design training around those	Don't add 'nice to knows'
Adhere to outcomes agreed	Refer to pre course questionnaire and SLA for focus
Begin with the end in mind	Get the sponsor to tell you what they want in terms of ROI then work backwards from that
Challenge stakeholders and SMEs who want you to 'add this in'	Does it match expectations, is this something they should already know and so isn't aligned to expected behaviours or what we need them to know
Focus on next step only	What do they need to do NEXT? Driver training one step at a time.



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2. Too theoretical	
Tip	Explanation/Example
Include activities to enhance the learning experience	Use relevant activities to practice knowledge and skills learned
Experiential	A case for pre course learning/establishing and establishing gaps
Always open the discussion to ask for examples to bring the theory to life	Subject Emotional Intelligence - explain it then ask for examples of where people have experienced this in the workplace
Have a case study/ scenarios/stories	Demos how it's used
Simplify it	Analogies, scenarios bring it to life
Make it relatable	Discuss how theory applies to them and their role
Make it digestible	Core content in session, offer further info as part of follow-up
Make it easy to connect with the info	Infographics/stories/visuals
Use layman's terms	Unless you MUST use specific terminology, use simple words and explanations where possible



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3. Wrong Level	
Tip	Explanation/Example
Research - needs analysis	<p>Get a thorough understanding of the audience - don't just rely on stakeholder info regarding what is needed.</p> <p>Use platforms to connect with the audience prior to the event.</p> <p>Pre-course questionnaire</p> <p>Any method to determine prior knowledge</p>
Flexibility	Have extension activities in your back pocket
Ask the audience questions to assess level	What do you want to learn? Or do better? What's the best advice you would give?
Observe colleagues in the job	Define what they 'need' to know now and not what they might need to know eventually
Target training at different groups	E.g. first line manager, 2nd line manager, leader
Pre course questionnaire	Incorporate into SLA and contract
Focus groups	Get people to tell you what they know and what they need to know
Establish current levels of experience when delivering a course	Pitch the course relevant to the trainees
Objectives at beginning	Refine and define - ask them. Flip charts. As you learn it, move it!