Learning Objectives *Worksheet*

Clear, well-written learning objectives help us clearly identify whether someone has been correctly trained. Use the worksheet below as a guide to write learning objectives in the A – B – C – D format.

A = Audience
This specifies the people or groups of people you expect to participate in this training. Example: "Customer Service Representatives"

Who are you training?

B = Behavior
What do you want participants to do as a result of the training? Define the behavior in the broadest possible terms. Example: "provide a correct and timely response to a customer inquiry".

What do you want your Audience to be able to do?

C = Condition
This describes the situation or circumstances where the behavior is completed. For example, "during in-class simulations" specifies how the behavior will be demonstrated.

How will you test whether the Audience can perform the Behavior?

D = Degree
This is how well the behavior must be performed, such as "five times without error".

How well must the Behavior be performed?

Training Objective:
Example: *"Customer service representatives will provide a correct and timely response to a customer inquiry during in-class simulations five times without error."*

What is your training objective?