

## Learning & Development Action Plan (LDAP) [With Task Example]

**Topic:** (General Objective)

Explanation, Preparation for Performer. Why this subject is important to doing your job... *(Can be derived from assessment description.)*

Why your assignment requires certain skills and knowledge... *(May be included in position description/accountabilities & performance standards.)*

**Example:** *By using a timely, relevant and compelling business topic to open a business conversation, you can demonstrate to prospective and current clients that you have 'done your homework' and are prepared to discuss issues that are important to the success of their business. This step will establish your credibility, position you as a consultant and earn you the right to ask questions about clients' operations – which will uncover opportunities and needs that can be addressed by your product/service as a business solution.*

What you need to do/know	How you'll get there	Result(s) you'll produce	How we'll keep score
<p><b>Major task requirement</b></p> <ul style="list-style-type: none"> <li>▪ Sub Step</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Example:</b> <i>Construct a general benefit statement that describes how your solution has helped customers solve a critical business problem.</i></p> </div>	<p><b>Critical activities</b> to accomplish task/meet requirements –</p> <ul style="list-style-type: none"> <li>▪ When</li> <li>▪ where</li> <li>▪ who's involved</li> <li>▪ details</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>Research business journals and periodicals. Interview clients about challenges affecting their operation. Interview colleagues to solicit examples of where and how your solution made a measurable difference with their clients. Develop your research into a brief, compelling story.</i></p> </div>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrations</li> <li>▪ Information</li> <li>▪ Presentations</li> <li>▪ Completed documents</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>Present your briefing either to your coach/manager or to a group of your peers in a 5-7 minute presentation.</i></p> <p><i>Support with data and visual aids – charts and graphs where appropriate. Provide evidence of value in use i.e., prove the math. Provide testimonials if possible.</i></p> <p><i>Gain acknowledgement from your coach/colleagues that you make a compelling case – that they can see/understand the benefit you provide.</i></p> </div>	<p><b>Coaching Checklist</b></p> <p><b><i>Did the performer:</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Recall key points</li> <li><input type="checkbox"/> Use the skills</li> </ul> <p><b><i>Did he/she demonstrate:</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Competence</li> <li><input type="checkbox"/> Confidence</li> <li><input type="checkbox"/> Customer-Focus</li> </ul> <p><b><i>Performer:</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Exceeded task requirements</li> <li><input type="checkbox"/> Met the task requirements</li> <li><input type="checkbox"/> Need help with some parts</li> <li><input type="checkbox"/> Will likely continue using process on-the-job</li> <li><input type="checkbox"/> Needs to repeat process</li> </ul> <p><b><i>Coach—did you:</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Praise performance</li> <li><input type="checkbox"/> Reinforce what went well</li> <li><input type="checkbox"/> Refer to specific actions</li> <li><input type="checkbox"/> Offer tips to enhance/improve performance</li> <li><input type="checkbox"/> Encourage continued success</li> <li><input type="checkbox"/> Set up the next step(s)</li> </ul>
Date plan accomplished:	Date for Next LDAP:	Performer's signature:	Coach's Signature: