



[Type Course/Video/Workshop Name in File>Info>Properties>Advanced Properties] Training Story

The training story must be completed before any training design begins. It is a framework designed to prevent misaligned, unusable, and low-transfer training by anchoring design decisions in real job performance before any content is built.

Adult learners expect training to be clear, relevant, and immediately applicable to their work. To meet that expectation, instructional design must begin with a shared understanding of the real-world performance story behind the task.

This step brings together designers, subject matter experts (SMEs), and stakeholders to establish clear expectations — identifying the target audience for the training, the necessary job performance tasks, and the consequences of success or failure. This shared narrative establishes the basis of the training plan, ensuring consistent objectives, practical content, and training that translates effectively to daily work tasks.

Key elements and why it matters	Details to discuss	Notes
Who is the learner? <i>Capture a clear picture of the person this training is built for—so design decisions reflect real conditions.</i> If this section cannot be answered clearly, training should not proceed.	Primary role and job responsibilities	
	Experience level, prior knowledge, and confidence with the task	
	Environmental or time constraints that affect performance	
	Common errors, hesitations, or points of confusion	

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<p>What must the learner do on the job? <i>Focus on what learners must do, not just what they must know.</i></p> <p>If this section cannot be answered clearly, training should not proceed.</p>	Critical tasks, workflows, and decision points	
	Key rules, guidelines, and standards	
	Common mistakes and high-risk steps	
	Moments where judgment matters	
<p>Why does it matter? <i>Identify what changes for someone when this is done right or wrong?</i></p> <p>If this section cannot be answered clearly, training should not proceed.</p>	What can go wrong if steps are missed	
	What improves when tasks are done well	
	Human, operational, legal, safety, or customer impacts	
	Consequences that affect people, safety, customers, operations, or compliance	

Key elements and why it matters	Details to discuss	Notes
<p>Where and when will this be used? <i>Let the learners picture themselves in the moment.</i></p> <p>If this section cannot be answered clearly, training should not proceed.</p>	Physical and digital environments	
	Typical timing (busy periods, deadlines, emergencies, etc.)	
	Real scenarios where this task occurs	
	Tools, systems, and materials involved	
<p>How will we know the learner can do this? <i>Anchor the learning through action; what would “doing it right” look like without supervision?</i></p> <p>If this section cannot be answered clearly, training should not proceed.</p>	Scenario-based decision points	
	Simulations and guided practice	
	Hands-on or job-based tasks	
	Capstone activities and targeted knowledge checks	

Final Authorization to Proceed

By signing below, contributors agree that this shared story is the foundation for the Training Plan and prevents the development of unusable content. Add or change roles as needed.

Contributor role	Name	Date approved	Method of approval (e.g., email/Jira ticket/recorded team meeting)
Portfolio manager			
L&D director			
Lead ID			
SME			

Document change log

Date	Change	Your name
2026	Developed Training Story template	EMoore

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