

A-B-C-D Learning Objectives Worksheet

Clear, well-written learning objectives help you 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*

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.*

C = Condition

This describes the situation or circumstances where the behavior is completed.

Example: *During in-class simulations*

D = Degree

This is how well the behavior must be performed.

Example: *Five times without error*

Put them all together: *Customer service representatives will provide a correct and timely response to a customer inquiry during in-class simulations five times without error.*

Create Your Own Objective

Use the space below to write an A-B-C-D training objective for one of your training programs.