



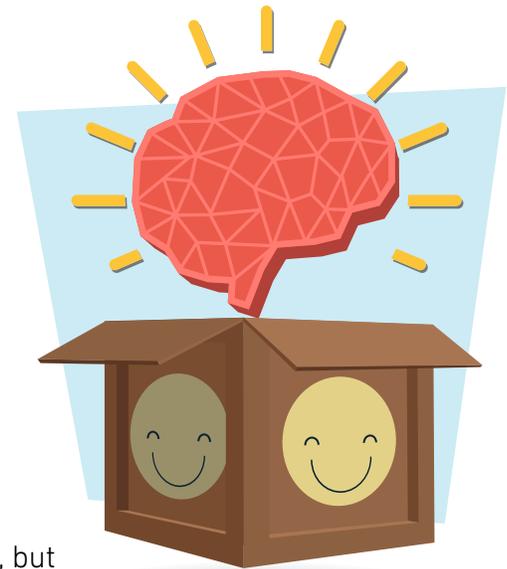
# Micro-First™

## A Blueprint for Deploying Micro-Training

The **Micro-First™ Approach** is a structured process you can use for group training or individual coaching sessions to help make learning stick.

We describe here a series of seven activities taking place over an extended period. Typically that cycle lasts 21 days, but you may choose to adjust it to 14 days, 30 days or another duration, depending on your individual needs.

This model is based on our work with more than 4,000 clients, and on research-tested learning techniques that have been proven to maximize retention and mastery. Many organizations build a specific process around the Micro-First™ Approach. Others conduct the sessions as part of existing meetings or incorporate them into weekly “lunch-and-learn” events.



# 1 Assign Learning Module

To kick off the cycle, assign a micro-learning module to your team.

The micro-learning module is an “encoding event” – the crucial first step in learning.

**Schedule a meeting for the next day.**

The short deadline creates urgency, so learners will be less likely to procrastinate or forget. Concepts will be fresh in the learners’ minds for the follow-up meeting.



# 2 Watch Module; Take Quiz

Learners view the module on their own.

It’s quick. It’s easy. So you don’t get resistance.

**After watching the module, each learner will take a short quiz.**

The quiz becomes the first “reinforcement event” designed to make learning stick.



# 3 First Team Meeting

This meeting uses several additional reinforcement techniques.

**At the meeting, you’ll want to:**

**Review the content.**

Watch the module together. Then retake the quiz together.

**Establish relevance.**

Ask learners two questions:

- What behaviors do we want to change?
- How will that improve results?



## First Team Meeting (continued)

### Discuss and practice.

Conduct a discussion and/or role plays as appropriate.

Discussion is an active learning event that increases retention by getting people to think more deeply.

Role-playing is the most powerful active learning tool in your coaching arsenal. It can take people outside their comfort zone — which has been shown to improve performance — yet it's a safe environment to try out new skills and even fail.

### Gain commitment.

Ask participants to take two or three minutes to complete a **Personal Action Plan**.

This exercise helps people connect the learning with their day-to-day job. Research shows that people are three times more likely to honor a commitment that they wrote down on paper.



### PERSONAL ACTION PLAN

Over the next 14 days,  
I will...



## 4 Deploy Concept on the Job

### Team members execute their Personal Action Plans

Research shows that “deliberate practice” is essential to gaining expertise in any field or endeavor.



## 5 Second Team Meeting

This meeting is similar to the First Team Meeting.

### Key activities:

- Watch the module
- Revisit relevance
- Conduct discussion and (where appropriate) role-play
- Review Personal Action Plan
- Review progress to date

**Make sure you praise people on their progress.**



## 6 Continued Deployment

Team members continue to execute their Personal Action Plans.

Additional on-the-job practice helps lock in the learning.



## 7 Third Team Meeting

This isn't the "final" meeting, because learning is continuous. But it is an opportunity to review progress and reinforce the concepts before moving on to a new topic.

The structure is similar to the first two team meetings.

### Key activities:

- Watch the module
- Revisit relevance
- Conduct discussion and (where appropriate) role-play
- Review progress to date

