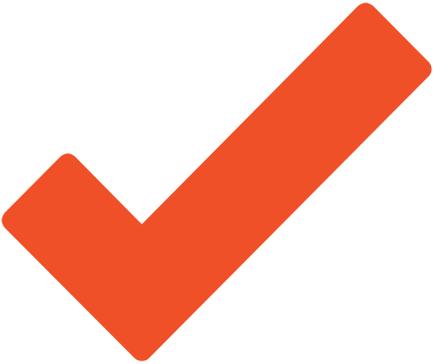




ID - Tasks



ID - Tasks



## Learning Goal



This component of Canvas must reflect the specific purpose. Use the model of Robert Mager, Benjamin Bloom or any other of your choice.

### Questions to ask:

- What evidence will ensure that this knowledge is being transferred to practice?
- What does a person need to do as to transfer what they have learned to practice?
- What observable behaviors are evidence of the development of this competence?

### Examples of learning goal:

- According to an established customer profile and defined situation, the participant should conduct a service dialogue in which the expected behaviors for customer loyalty are demonstrated.

ID-Task 1/4

## Location



This component of Canvas must reflect the definition of location. If you need to have any specific equipment present, check availability.

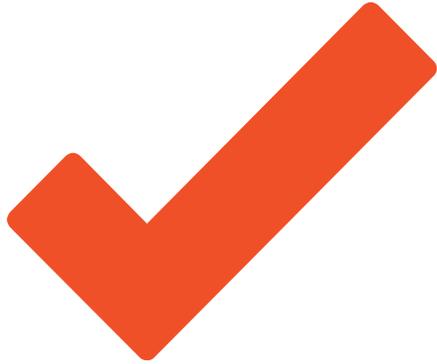
### Questions to ask:

- Where will the training take place?
- What are the facilities like at this location?
- What technological resources do we have available?
- Which platforms can be used?
- What is access to this site like?
- What are the connectivity and equipment available to participants like?

### Examples of location

- Room with computers (one per student), “X” software, “Y” version, restricted internet access, iPads with 4G connection (one per student).

ID-Task 2/4



ID - Tasks



ID - Tasks



## Task



This component of Canvas must contain the task to be executed. A task always derives from an expected main result within a given job. In general, tasks have steps for their execution, to which specific knowledge to enable them to be carried out are associated.

### Question to ask:

- What tasks does an employee in this position need to perform?
- What is the observable end product of this person's work?
- What does the person do in his/her routine?

**It is possible that those tasks are actually behaviors. If so, adjust the questions.**

- How does this person demonstrate impact and influence?
- How do we observe that this professional has responsibility for excellence?

### Examples of Tasks:

- Effectively customize your feedback-based approach. Resolve issues of invoice dispute within 48 hours from the opening of the call in accordance with standard 8.362.

ID-Task 3/4

## Knowledge



This Canvas component helps you list essential skills for participants to complete the task.

### Question to ask:

- What does a person need to know to do this task?
- Is there a document in which the procedure for this task is described?
- Where is this process documented?
- Is any specific knowledge required to perform this work?

### Examples of knowledge:

- The seven behaviors that retain customers.  
Non-violent communication, Bloom's taxonomy.

ID-Task 4/4