

THE FOUR MOMENTS of TRUTH™ PROCESS GUIDE

The Four Moments of Truth™ (4MOT™) is a process for transforming learning into performance. This process is a simple, practical sustainment solution designed to support the Trainee's success and engagement before, during and after a training event. Each moment represents a vital stage in the training transfer process where the Trainee and the Next-Level Manager (NLM) have distinct yet interdependent, time-sensitive responsibilities.

Let's Get Started!

First, the Trainee is registered for the course.



MOT1: Same-Page Status

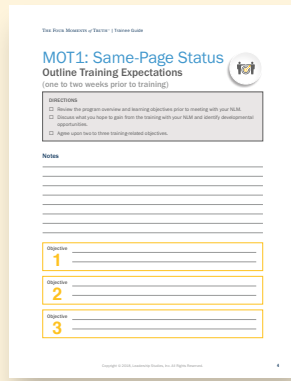


The 4MOT™ Next-Level Manager Guide and Trainee Guide are distributed electronically to the NLM and Trainee.

NLM schedules MOT1 meeting with the Trainee to outline pre-training expectations.



NLM and Trainee independently review the 4MOT™ materials to prepare for the MOT1 discussion.



NLM and Trainee meet to discuss the program overview, establish personal objectives for the training and gain alignment on expectations for participation during the training (MOT2) and post-training deliverables (MOT3). NLM schedules the MOT3 meeting.



OVERVIEW

- GOAL** Outline Training Expectations
- WHEN** One to Two Weeks Prior to Training
- TIME** Set Aside 15 Minutes for MOT1
- OUTCOME** Establish Objectives for Training



MOT2: Maximum Engagement

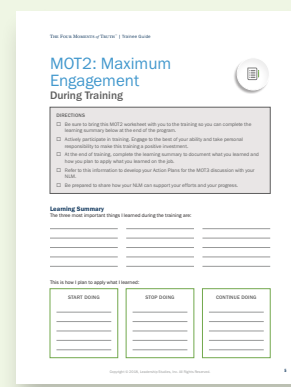
OVERVIEW

- GOAL** Trainee Fully Engages in Training
- WHEN** Training Date and Immediately Post-Training
- TIME** Set Aside 10 Minutes for MOT2
- OUTCOME** Learning Summary Completed

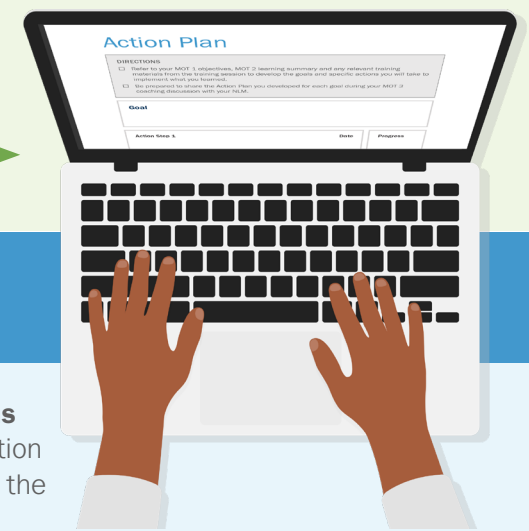
Trainee actively participates in the program by practicing intentional engagement with course materials and other participants.



NLM proactively communicates with Trainee's peers and direct reports regarding backup for Trainee's job-related responsibilities.



Trainee completes the MOT2 learning summary at the conclusion of the program to define their key learnings and outline initial ideas to implement what they learned.

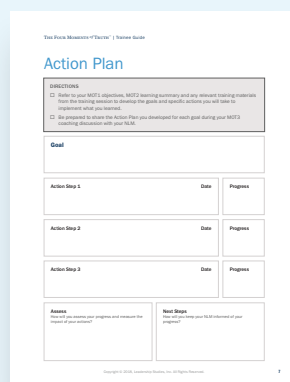


MOT3: Perfect Practice

NLM and Trainee meet to discuss what the Trainee has learned and review the MOT2 learning summary.



NLM provides feedback on the Action Plans and works with the Trainee to adjust or refine their goals and action steps, as needed.



Trainee develops Action Plans to document their implementation goals and action steps prior to the MOT3 meeting with their NLM.



NLM and Trainee determine how progress toward goals will be measured and gain alignment on next steps. NLM schedules the MOT4 meeting.

OVERVIEW

- GOAL** Feedback and Coaching on Action Plans
- WHEN** One to Two Weeks After Training
- TIME** Set Aside 20 Minutes for MOT3
- OUTCOME** Concrete Action Steps to Implement Training



MOT4: Performance Support

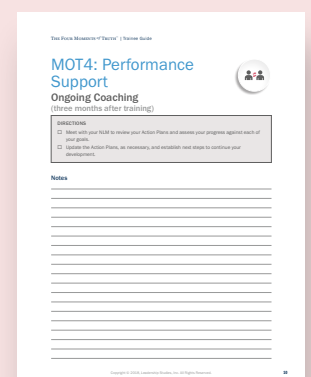
OVERVIEW

- GOAL** Progress Assessment and Next Steps
- WHEN** Three Months After Training
- TIME** Set Aside 20 Minutes for MOT4
- OUTCOME** Ongoing Coaching and Development

Trainee applies new skills and knowledge in their real-world work environment using the Action Plans as a guide to support implementation and to track their progress.



NLM and Trainee meet to discuss Trainee's progress to date and/or any emerging challenges and update the Action Plans, as needed, to reinforce application of new skills.



The NLM and Trainee align on next steps for ongoing coaching to support continued development.