

Questions for Planning Follow-up Support

This job aid accompanies the [Providing Follow-up Support to Laboratory Learners](#) course. It provides guiding questions for planning follow-up support for laboratory training.

- 1. How will you choose the most appropriate follow-up support strategies or tool?**
 - Consider learners' knowledge, skills, and technology access.
 - Determine the available time, resources, and delivery setting.
 - Choose a follow-up support tool (e.g., coaching, job aids, emails) based on the learners' needs.
- 2. How will you assess learners' need for follow-up support?**
 - Use needs assessments prior to training development, pre-training assessments for registered participants, knowledge checks during training, and post-training feedback.
 - Allow learners to conduct self-assessments to identify training gaps and provide feedback.
 - Collect feedback through methods such as surveys, discussions, or informal check-ins.
- 3. How will you set a timeline for implementing the chosen follow-up support strategies or tools?**
 - Schedule check-ins with learners at key points (e.g., one week, one month, three months).
 - Consider conducting knowledge checks throughout training to adjust the level and frequency based on the learners' needs.
 - Consider the difficulty of the content. Some content may need extended reinforcement.
- 4. What data need to be collected to inform improvements for future follow-up support needs?**
 - Track participants' progress and self-efficacy with implementing new knowledge, skills, or abilities.
 - Identify barriers to learners' implementing new knowledge, skills, or abilities.
 - Use different assessment opportunities to collect data, such as:
 - Individual participant pre-assessment results
 - Knowledge checks or discussions during training
 - Post-training learner assessment and evaluation
 - Delayed post-training evaluation.
- 5. What data collection methods will you use to measure the effectiveness of follow-up support?**
 - Collect data through methods like surveys, interviews, or focus groups.
 - Monitor performance improvements, error reduction, or participant engagement.
 - Compare initial assessments with post-training results to measure progress.

This resource is an adaptation of materials from the Professional Development: Follow-up Support Tool Kit, originally developed by RMC Health Professional Development Partnership, funded by the Centers for Disease Control and Prevention.