



TenStep Supplemental Paper

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Secrets of CBT

When it comes to professional development software, it's a mistake to simply rely on eye-popping graphics and attention-grabbing scenarios. In the best professional development software, the user is fully engaged in the situation, reacting much as he/she would in real life. It all comes down to learning by doing - still the best, most effective learning method there is. To ensure that learning is taking place:

- The content must be relevant and linked to business objectives.
- The methodologies employed must be instructionally sound and highly interactive.
- The case studies, role-plays, and practice sessions must simulate realistic situations.

Thanks to advances in video streaming and other technologies, it is now possible to create realistic, highly interactive simulations that can branch off into dozens - even hundreds - of conversation pathways. The direction depends entirely on the user's response to the action on the screen.

All of this adds up to a number of advantages that technology-based learning (TBL) has over classroom training and means that the best results may come from a combination of the two.

In today's economy, the skills required of both new and experienced managers have changed. Professional development software helps managers quickly review, acquire, or get up to speed on critical knowledge and skills when and where they need it. Even more mind-boggling changes are on the horizon. "Smart" databases will soon be able to customize training for each employee based on his or her particular knowledge level. Just as people can play games with each other online, competing at the same time from different parts of the world, HR is starting to see the same with professional development software. One can expect to see even more realism in virtual management scenarios such as coaching, running meetings, and team building.