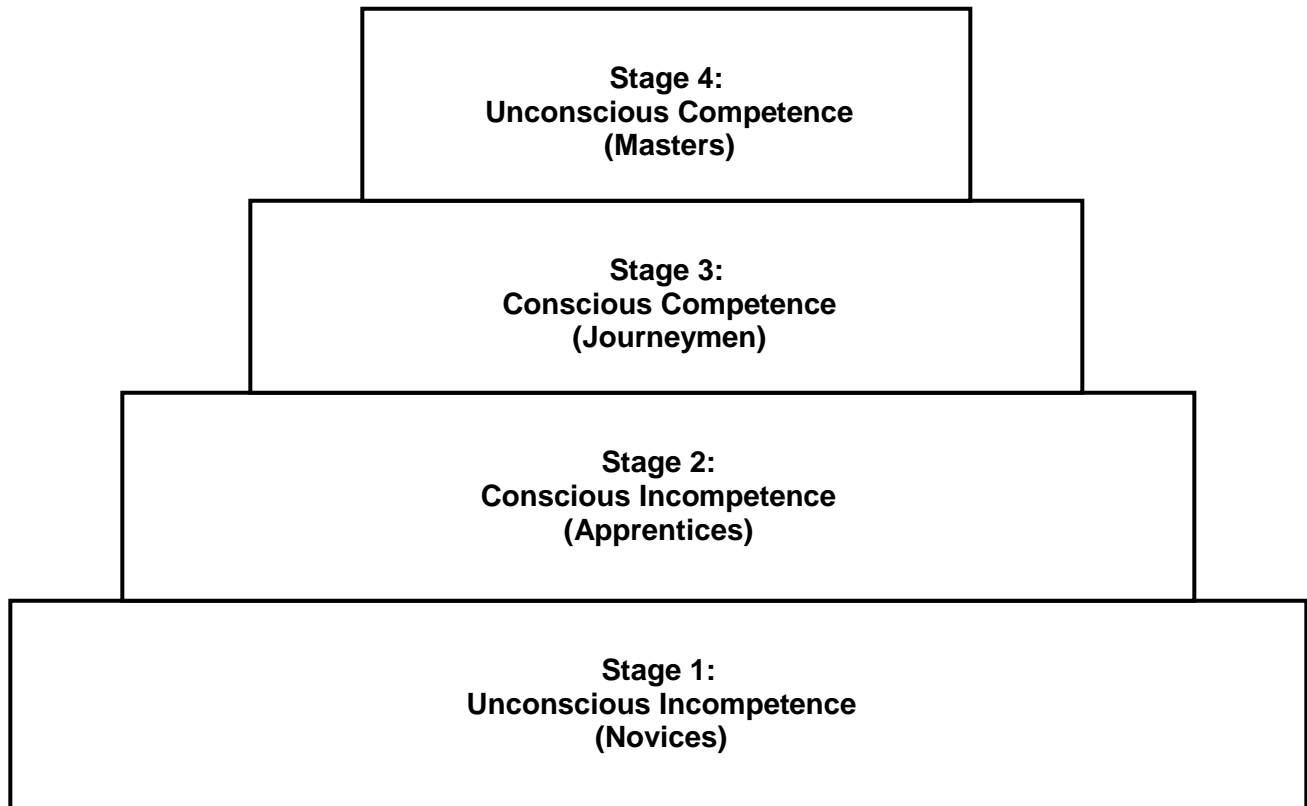
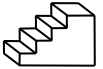


The Stages of Learning





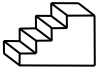
Stage One: Unconscious Incompetence — Novices

What Is It?

- A lack of awareness of what has to be mastered.
- The learner possesses little or none of the knowledge and skills required.

How to Recognize

- If learners are given the choice to attend the training, they may display enthusiasm.
- If learners need the training to complete certification/accreditation, they may express a need to see the benefits and expect to be shown the quickest way to get the tasks done.
- If learners are forced to attend the training, they may appear hostile.



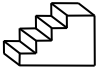
Stage Two: Conscious Incompetence — Apprentices

What Is It?

- An awareness or realization of personal limitations in knowledge and skills through the exposure to new knowledge and skills.

How to Recognize

- Participants appear uncomfortable because they may fear the unknown or find learning painful.
- They show frustration and feelings of being overwhelmed (e.g. “I’ll never learn this!”).
- They appear unsettled because adults do not like admitting incompetence.



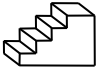
Stage Three: Conscious Competence — Journeymen

What Is It?

- The physical and/or mental struggle to master the technique or skill.
- The performance of the skill to the required level that demands conscious effort.
- The linking of new skill development with the awareness of meeting a standard.
- An intense state requiring practice, mistakes, retries, and review.
- The time spent here may vary depending on the previous experience of the learner, his/her natural talents, tolerance for frustration, and quality of the instruction.

How to Recognize

- Mental or physical exhaustion due to concentration.
- A cycle between increasing success and intermittent failure.
- Feeling that progression is slow (e.g. “When will I ever be able to do this right all the time?”).
- Comparison with other learners who may not find it difficult.



Stage Four: Unconscious Competence — Masters

What Is It?

- Mastery of the techniques and skills.
- Automatic mental or motor memory.
- Things come naturally without having to review the steps.
- Without intermittent practice the mastery may slip.

How to Recognize

- Pride, either conscious or unconscious.
- Masters may become bored if they must review previously learned material on the way to new skills.
- Masters may dismiss new ways because the more ingrained the habit, the harder it may be to change the learned habit to master new skills or techniques.