

### THREE TYPES OF LEARNING: KSA'S

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Trainers address three types of learning: knowledge (K), skills (S), and influencing attitude (A). Trainers frequently shorten this to the KSA acronym. (If you want the research to support this, it is called *Bloom's Taxonomy*.)

**Knowledge** (Bloom called this *cognitive*) involves the development of intellectual skills. Examples of knowledge include understanding the principles of accounting, knowing the stages of childhood, understanding how interest rates affect the economy, or knowing how to get a book published.

**Skills** (Bloom called this *psychomotor*) refers to physical movement, coordination, and the use of the motor-skills area. Examples of skills you may learn include the ability to use a digital camera, operate a backhoe, supervise staff, listen effectively, or kick a soccer ball.

**Attitude** (Bloom called this *affective*) refers to how you deal with things emotionally, such as feelings, motivation, and enthusiasm. Although attitude is not “taught,” training may affect it. Trainers cannot change attitudes, but they frequently have the opportunity to influence attitudes.

Trainers sometimes discuss whether it is the learner's skill or will that prevents topnotch performance following a training session. This refers to the fact that an employee may have learned the skill but is unwilling to use it. Therefore, the real reason an employee may not be using what was learned may not be skill-based at all. It may be that the employee won't use the skill that was learned.

Knowing that there are three types of learning means that you need to use different methods to address each.



## KSA Action Verb Identifier

### Knowledge "K" Type Learning

arrange  
associate  
cite (cite the rule)  
classify  
conclude  
convert  
convey  
define  
describe  
differentiate  
discriminate  
discuss  
distinguish  
explain  
extrapolate  
give reasons  
identify  
indicate  
interpret  
label  
list  
name  
point out  
quote  
recall  
recite  
recognize  
reformulate  
relate  
repeat  
report  
restate  
review  
state  
summarize  
tell  
trace  
translate

### Skill "S" Type Learning

administer  
analyze  
apply  
appraise  
arrange  
assemble  
calculate  
carry out  
categorize  
check  
choose  
classify  
combine  
compare  
compose  
conduct  
construct  
create  
demonstrate  
design  
detect  
develop/devise  
diagram  
estimate  
evaluate  
examine  
fabricate  
form  
formulate  
illustrate  
inventory  
make use of  
operate  
organize  
perform  
plan  
practice  
prepare  
rate  
separate  
set up  
sketch  
solve  
test  
use (utilize)

### Attitude "A" Type Learning

agree  
appreciate  
attempt  
avoid  
believe  
cooperate  
defend  
disagree  
help  
be attentive to  
join  
offer  
participate in  
resist  
support  
adopt

