Needs Analysis:
1. Who are the audience members?
2. What does the audience need?
3. What are the key competencies?
4. What is the gap?

Diagnosis:
1. Who are the target customers?
2. How can I reach them?

Prescription:
1. What are the essential questions?
2. What is the Delivery mode?
3. What materials will be included?

Delivery:
1. How will this be implemented or acted upon?
2. Are there implementation contingency plans?

Evaluation:
1. How will you know that this was a success?
2. How do you adjust for deficiencies?