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?