

The background of the entire page is a cosmic scene. It features a large, curved horizon of the Earth, showing blue oceans and white clouds, set against a deep black space filled with numerous stars and a vibrant, glowing nebula in shades of orange, yellow, and red. A large, semi-transparent blue watermark with the word "PREVIEW" is oriented diagonally across the center of the image.

Performance Support:

Insights From Jane Hart

An eBook by **Trivantis®**

Table of Contents

| | |
|--|-----------|
| <u>Learning Habits Are Changing</u> | <u>5</u> |
| <u>A Guide to Creating Performance Support Resources</u> | <u>9</u> |
| <u>Examples of Performance Support Resources</u> | <u>13</u> |
| <u>How to Start Designing Performance Support</u> | <u>25</u> |
| <u>Measuring the Success of Performance Support</u> | <u>26</u> |
| <u>Visual Review: How to Design a Performance Support Resource</u> | <u>27</u> |

Introduction

Trivantis® had the pleasure of hosting Jane Hart for a webinar, titled “Beyond Instructional Design: How Performance Support Is Revolutionizing eLearning.” The content of this eBook is adapted from that webinar and Jane’s expert insights on performance support.

Jane is an international speaker and writer on modern approaches to workplace learning and Founder of the Centre for Learning & Performance Technologies, where she shares all the tools, resources, and ideas she finds about workplace learning. Her book, *Modern Workplace Learning*, focuses on both modernizing the training experience and also the new approaches to workplace learning, which involve supporting more everyday learning that happens in the workplace.

In this eBook, you’ll learn Jane’s insights about:

- Changing learning habits
- What this means for content design
- Design guidance and insights
- Examples of performance support resources
- Performance design process and measuring success

A Guide to Creating Performance Support Resources

Here are 5 tips from Jane for creating performance support resources, based on her observations about the way learning is changing.

1. **Think small.**

Remember, people want quick answers to their problems. First, think about creating small pieces of content that only take a few minutes to consume—micro content, bite-sized content, or nano content. By using the word “content,” rather than “learning,” or “courses,” we can keep the focus on performance design instead of traditional instructional design thinking.

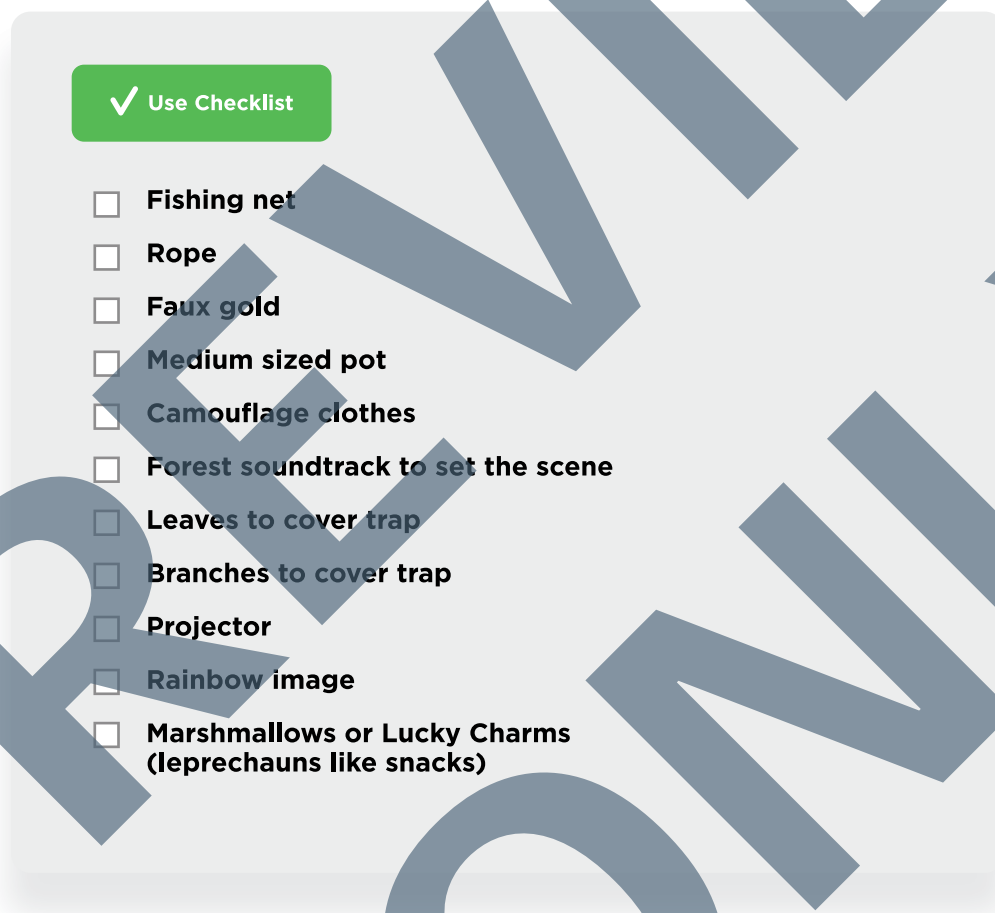
How small is small? Jane explained the difference between what we do in learning compared to what people need. It's not about providing a comprehensive resource with everything you need to know about the topic, but keeping it to the bare essentials for the task at hand—keeping it simple because less is more.

Examples of Performance Support Resources

2. Textual Checklist

This is a checklist of items that need to be done to complete a task. In this case, the items are not sequential, so you can do them in any order. Learners can print it out and check off the items manually, or you could provide interactivity in the checklist resource by checking off the items. You could use a checklist like this for many different non-sequential tasks to provide performance support for the learner.

Leprechaun Trapping Checklist



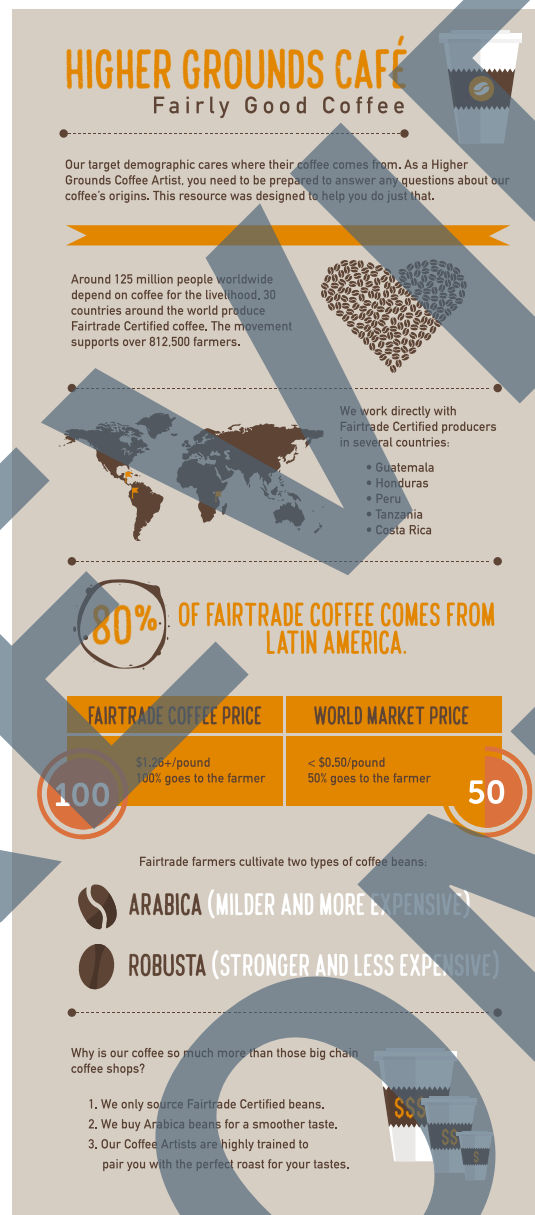
✓ Use Checklist

- ☐ Fishing net
- ☐ Rope
- ☐ Faux gold
- ☐ Medium sized pot
- ☐ Camouflage clothes
- ☐ Forest soundtrack to set the scene
- ☐ Leaves to cover trap
- ☐ Branches to cover trap
- ☐ Projector
- ☐ Rainbow image
- ☐ Marshmallows or Lucky Charms (leprechauns like snacks)

Example 2: Textual Checklist

6. Infographic

An infographic provides everything you need on one page using images and words. It helps readers see patterns and trends, along with key information. An infographic is also appealing to the eye and much less dependent on text than more traditional job aids used to be. The design of an infographic is key. Dumping images and data on a page won't effectively communicate your message, so you must think carefully about the design.



Example 6: Infographic

How to Start Designing Performance Support

What is the right resource for a performance support problem?

How do you know which type of performance support is needed? For example, you could teach how to unjam a printer with either a step-by-step list or a how-to video, but one might be a better choice for a particular situation.

Let's walk through the performance support design process.

1. First, you must analyze and understand where the performance problem or gap is. That will help you think about what type of support is required, or what people need to do a particular task. Then you can decide which device will be used. Are learners going to be sitting at their desks or on the road? If they're on the go, mobile support is required. The key is to focus on the performance problem—not the learning problem.
2. Once you've understood the performance gap—and the way that you can plug that gap—then you can design the resource in the most appropriate format, including the right media and the essentials that are needed to support learners.
3. You also want to make the performance support as flexible as possible and provide it on demand.

The performance design process starts with this important analysis of the problem itself. You can do this by talking to people, working with people, and understanding where their particular issues are.