

# Creating Effective Job Aids for eLearning and Performance Support

ATD-NYC eLearning/Performance Support SIGs  
Meeting 1/20/2016

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# What is a Job Aid?

A job aid is a repository for information, processes, or perspectives that is external to the individual and that supports work and activity by directing, guiding and enlightening performance.

Allison Rossett

*A Handbook of Job Aids*

# What are the Benefits of Job Aids?

As part of a training solution, Job Aids can:

- Reduce the *length* of instructional time (25-50% reduction is common)
- Reduce the *cost* of instruction
- Reduce the effects of the *Forgetting Curve* and the amount of *Scrap Learning* (ROI Institute estimate: 60-90% of course content is forgotten/not used)
- Significantly *reduce* errors
- Significantly *increase* confidence in ability to perform the given task

# What Functions do Job Aid Serve?

- **Informational** – Provide Basic Details of Topic
- **Procedural** – Support Completion of Task Steps
- **Heuristic** – Coach Decisions (Rules of Thumb, Best Practices)

# What are Common Job Aid Formats?

- Checklists (most common)
- Decision Trees/Tables
- Step-by-Step/How-To directions
- Maps
- How-To Videos
- Worksheets
- Tables
- Flowcharts
- Infographics
- *Post-It* notes

# What Makes a Job Aid Effective?

Good Job Aids are:

- Clear
- Concise
- Readily accessible
- Firmly in the context of the work to be done
- Designed to
  - Provide *actionable* knowledge
  - Minimize the amount of prior knowledge needed

# When Are Job Aids Needed?

- **Before Work** – To plan for doing a task or set of tasks
- **During Work**– To assist while doing the task
- **After Work**– To review and evaluate what was done

# How Can Job Aids Enhance eLearning?

- Downloadable performance support takeaway “bonus” tool for your key learning points
- PDF format: can be read on virtually any device, including tablets and smart phones
- Video: Mp4 format plays on almost anything
- Audio (Podcast): Mp3 format plays everywhere
- Two approaches within your eLearning:
  - PDF (but course must be updated if PDF changes)
  - Document linked via URL (but course must be updated if URL changes)



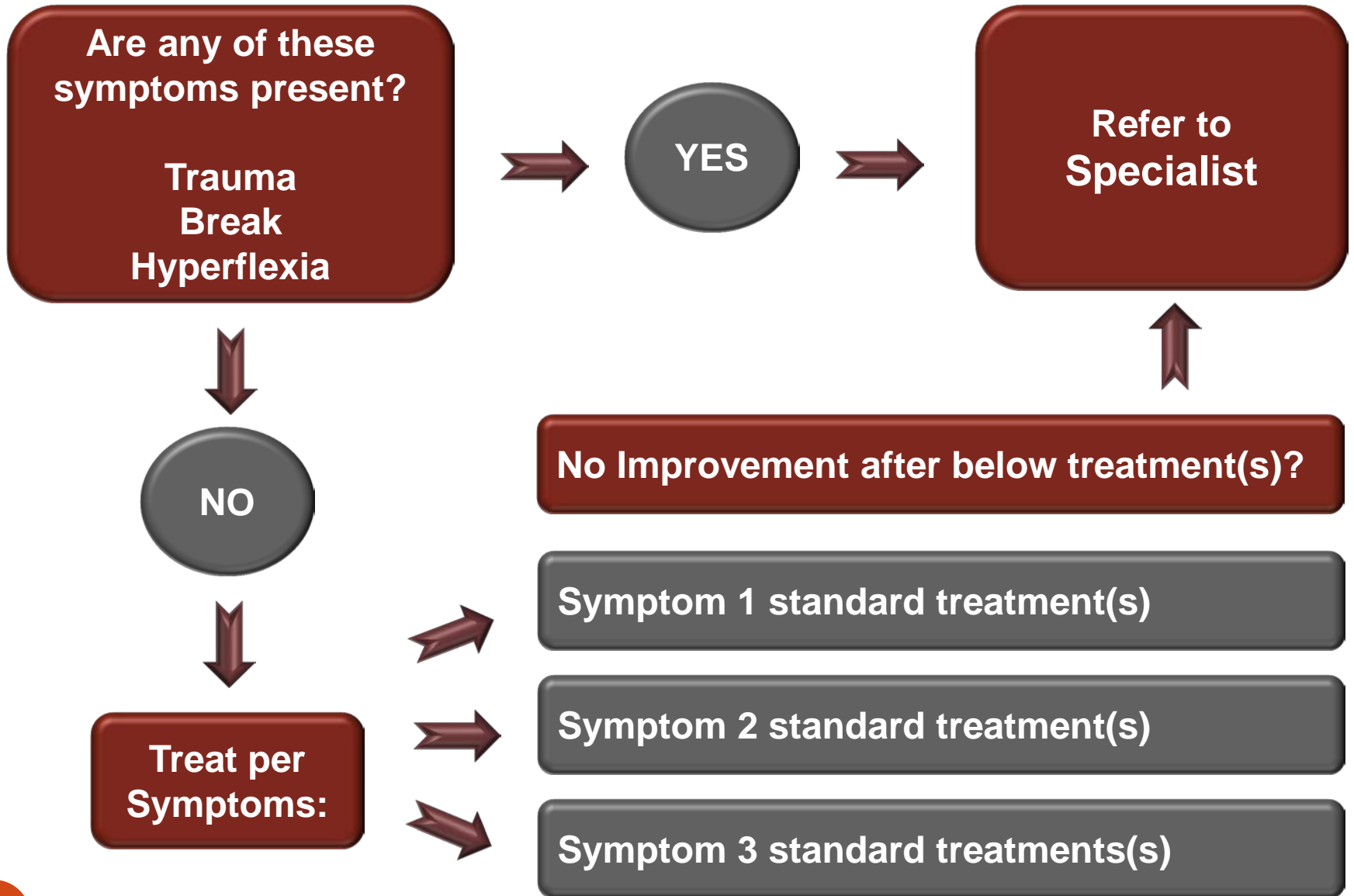
And now...

# **SAMPLES FROM MEMBERS**

Samples...

**FROM ANDREW SELLON**

# Symptom Chart Version #1



## Symptom Chart Version #2

Are any of these symptoms present?

Symptom Set A  
Symptom Set B  
Symptom Set C

YES

Symptom Set A:  
**Specialist A**

Symptom Set B:  
**Specialist B**

Symptom Set C:  
**Specialist C**

NO

Treat per  
**Symptoms:**

Standard Treatment(s)

Consider adding other testing as needed

# LMS How-To Step-by-Step Guide

## *SuperCo Job Aid*

### Manager Guide for LMS: How Do I...?

<a href="#">View a List of My Team Members</a>	<a href="#">Enroll Associate(s) in a Course</a>	<a href="#">Add a Course to Associate's Learning Plan</a>
<a href="#">Approve or Decline Learning Request</a>	<a href="#">View Associate's Learning Plan</a>	<a href="#">Remove a Course from Associate's Learning Plan</a>
<a href="#">View Team's Courses and Status</a>	<a href="#">Create a Learning Plan for Associate(s)</a>	

To perform *any* of the tasks below, start by accessing the SuperCo LMS:

1. Open your browser to SuperCo Home Page
2. Click the My Workplace tab
3. Log in using your single sign-on ID and password
4. Click the link on the left for LMS

#### Task 1: View a List of My Team Members

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1. From the Manager Self-Service menu, click **Team Members**
2. Click any **column header** to sort by that column
3. Use the **View Team Members Reporting To** box to select another manager, then click the **Go** for your results
4. Choose any **Action** from the drop-down box provided to view another part of an associate's record

#### Task 2: Approve or Decline Learning Request

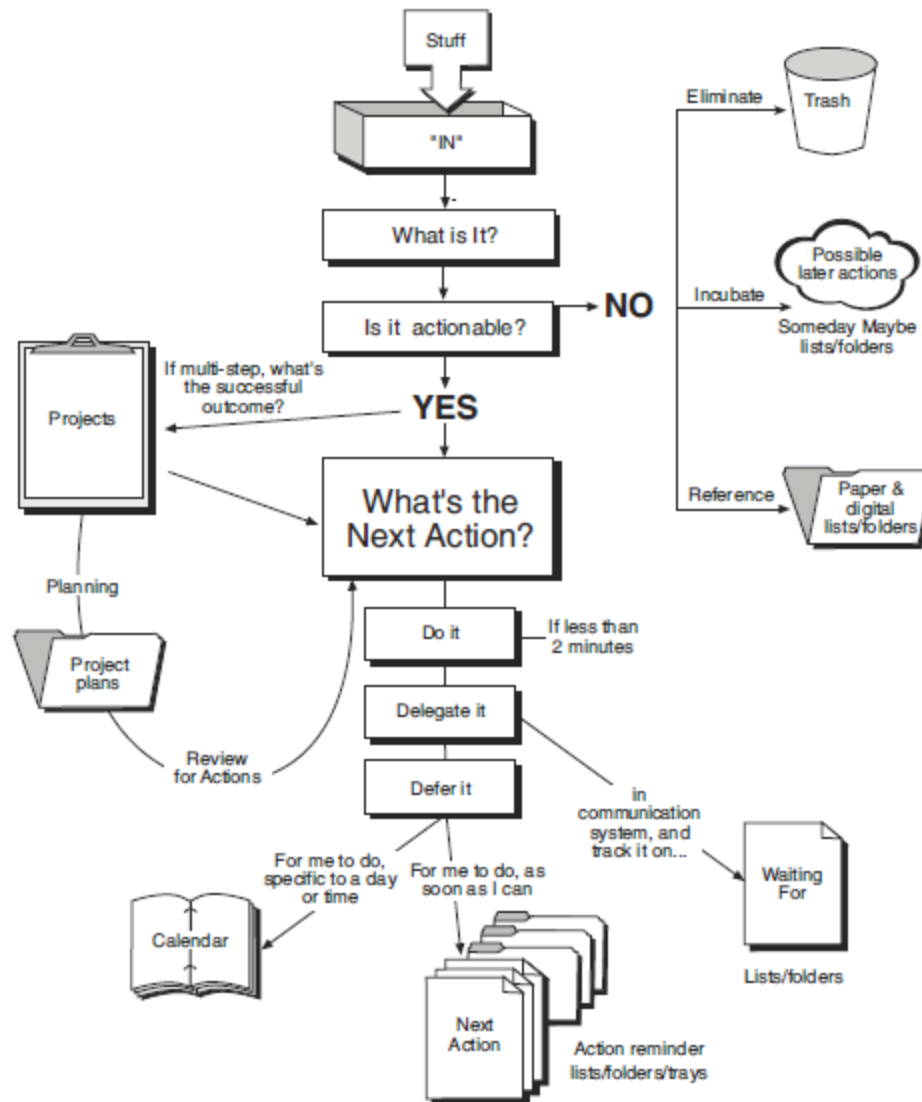
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1. From the Manager Self-Service menu, click **Team Members**
2. In the Pending Approvals section at the top of the page, click to **Approve** or **Decline** the learning event for the specified learner

Samples...

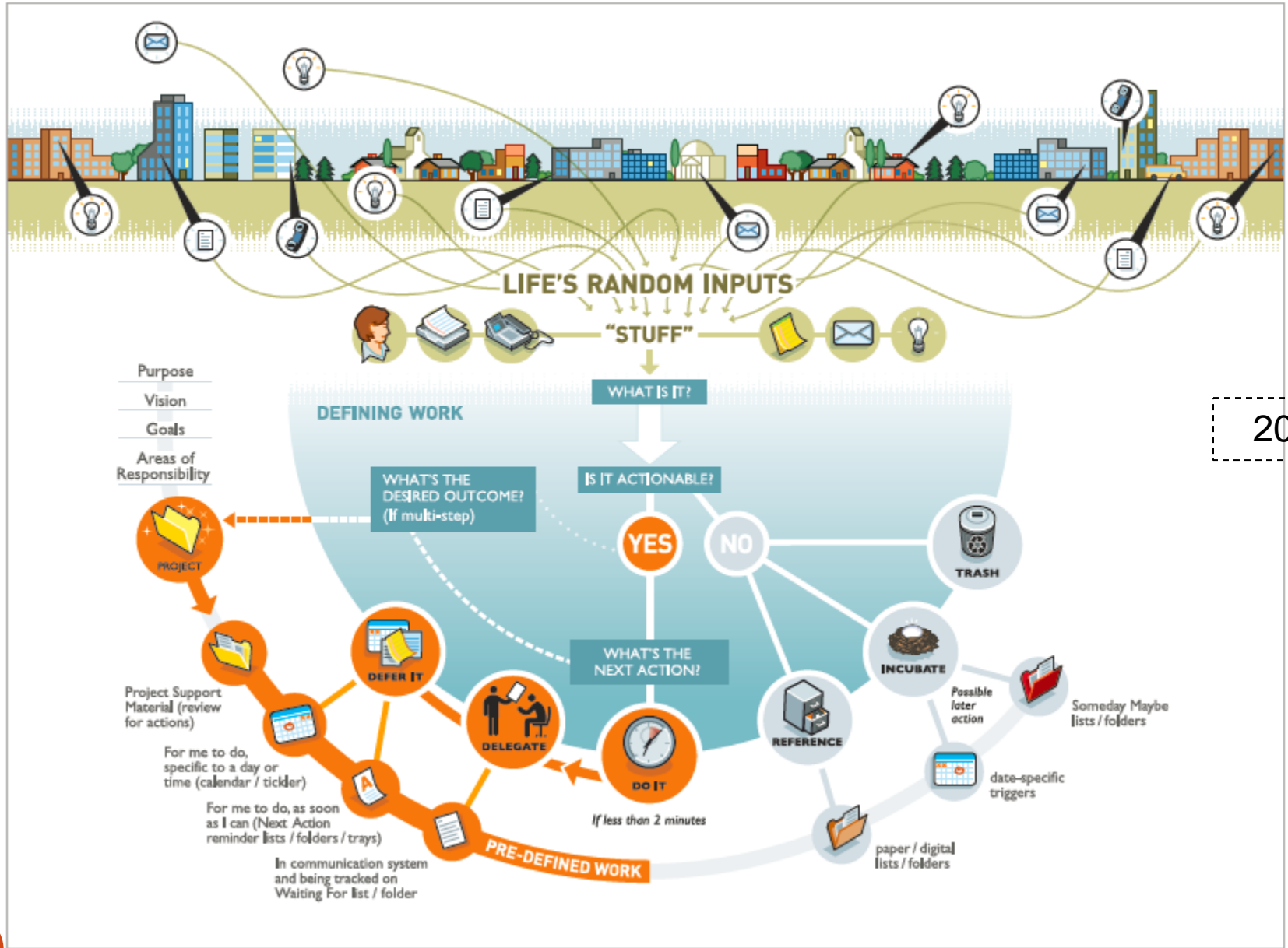
# **VIA MARK CASSETTA**

**THE EVOLUTION OF THE “GETTING THINGS  
DONE” JOB AID**



2004

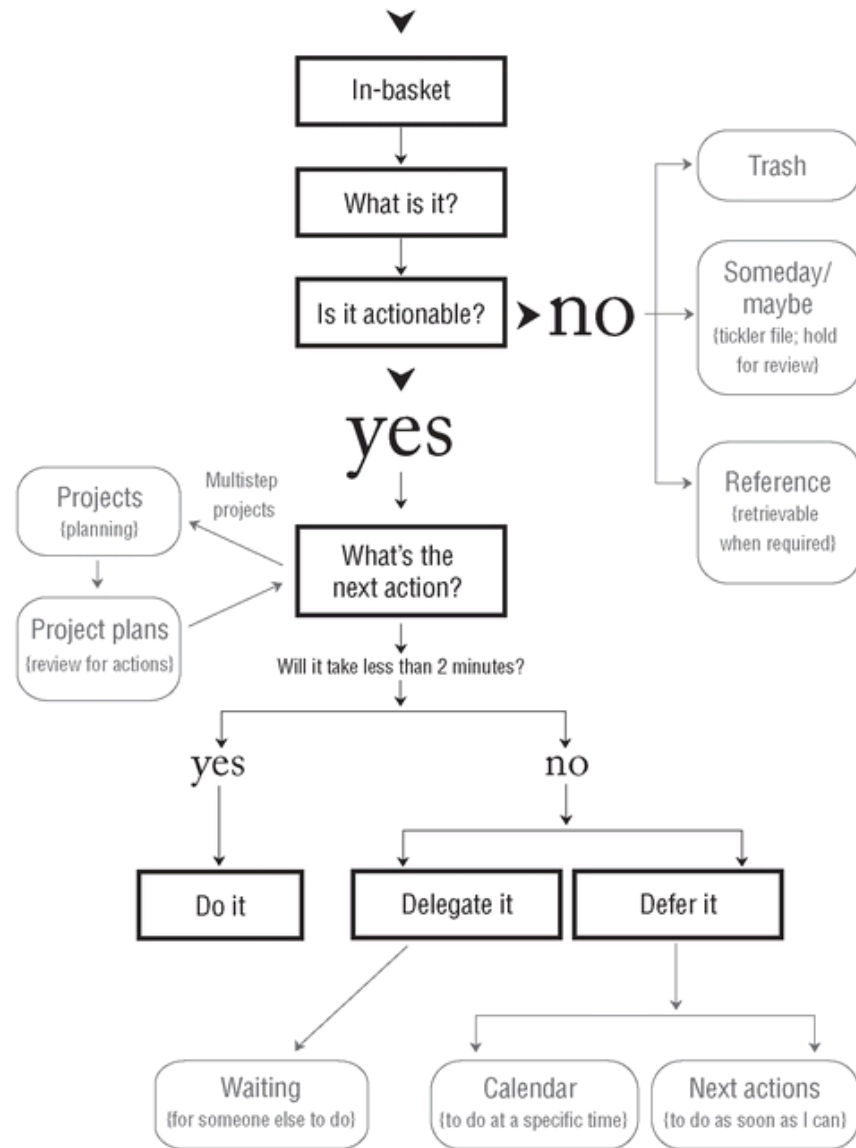
# GTD® Workflow Processing and Organizing



2008

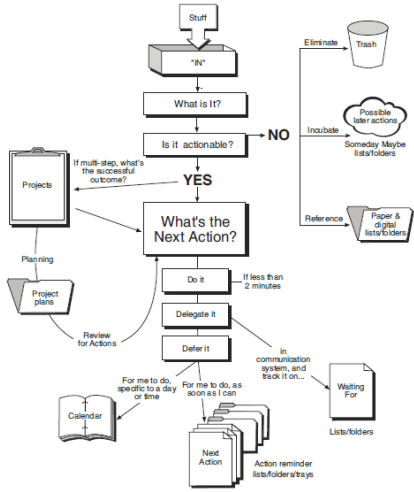


“stuff”



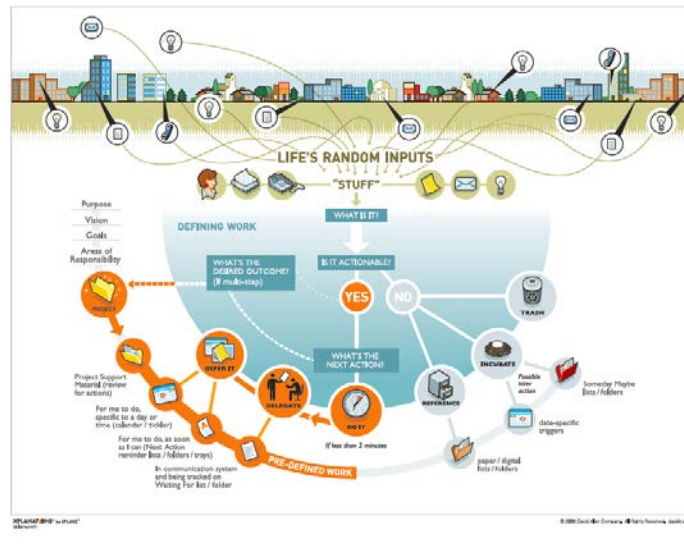
2015

Mastering Workflow | PROCESSING & ORGANIZING

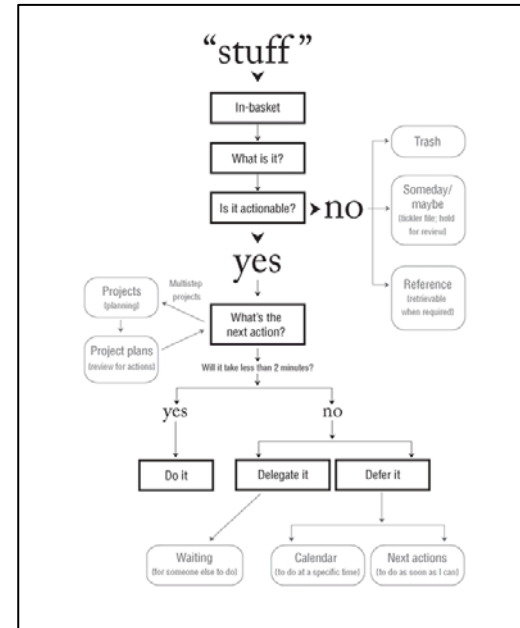


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GTD® Workflow Processing and Organizing

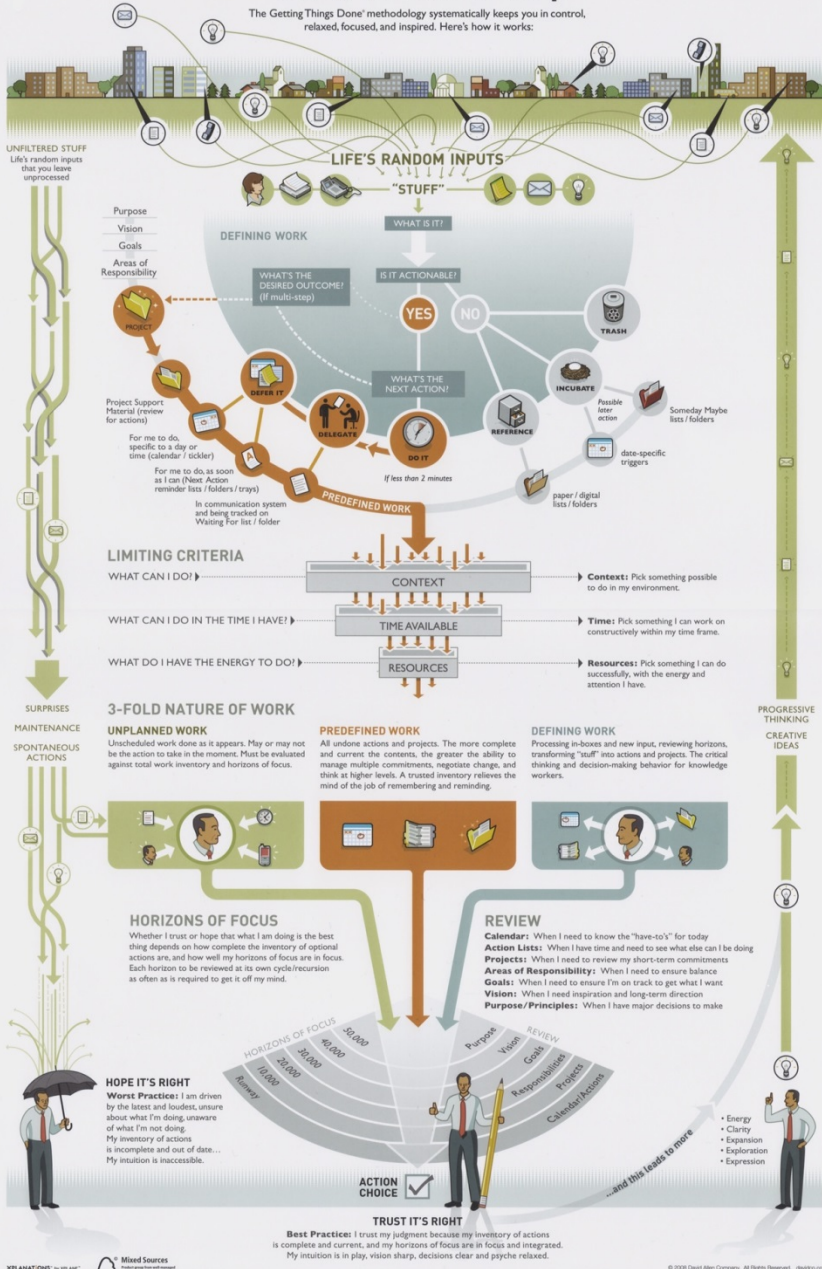


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# GTD Workflow Map

The Getting Things Done methodology systematically keeps you in control, relaxed, focused, and inspired. Here's how it works:



Full Poster  
Version of the  
Workflow

(includes "big  
picture"  
concepts of  
GTD)

# Recommended Reading

- Atul Guwande, *The Checklist Manifesto*
- Allison Rossett and Lisa Schafer, *Job Aids and Performance Support*
- Richard Saul Wurman, *Information Anxiety*
- Mimi Goss, *What Is Your One Sentence?*
- You can also find a variety of job aids on instructional design on Articulate's eLearning Heroes [Community Forum](#).