Focus: Moving your organization forward with PS [and managing your L&D career]

What is PS to you?: Job aids, JIT, Google, videos/YouTube, Help systems, LMS, Social, people
What is PS to your peers/employees?: Posters, Help Desk, Talent Management/HR, career progression, performance management
What is PS to leadership?: huh? Is that like performance management?

First, be clear in your definition. Make sure you know it and can articulate it.

Performance Support Definition: (official)
immediately available, intuitive, intentionally tailored aid to a person at the moment of need to enable effective performance at every changing moment.

For your PS project/Proof of Concept: Start Small

Step 1: Identify a problem that impacts the business
- What repeatable processes do people do every day?
- What tasks have to be done in a specific order and may be hard to remember?
- Who is interrupted (stopping their work flow) on a regular basis, and why?
- What are common complaints that new employees have about the onboarding experience?
- Where do bottlenecks occur in a key process?
- What workarounds were developed because of a lack of competency or break in the chain of responsibility?

Step 2: Do Your Research
- Is it really a good idea?
- Observe
- Listen to those who would be impacted
- Will it make a difference to the business?

Step 3: Build Understanding and Acceptance
- Get a sponsor/champion – great if you already have a mentor; should be someone who is not risk-averse
- Enlist peer support, especially if you’re new to the org
- Convert management with data
- Explain, explain, explain: be ready to socialize and discuss

Step 4: Know Your Culture – where the power lies
- Ask for permission or forgiveness?
- Are you the right person to socialize the effort?
- Identified HiPo’s?
- Who makes decisions?
- Who are early adopters?
- Make sure your leadership ‘walks the walk’ – if it isn’t authentic, people will know and not participate
- How can ‘boomerangs’ help? (returning retirees)

Step 4: Capture Results
- Surveys
- Word-of-Mouth
- Testimonials
- Data!

Step 5: Celebrate!
- Socialize wins (and losses, with what you learned from them)
- Articulate outcomes/results
- Thank supporters and champions
- Have a ‘next’ plan – keep your idea notebook up to date, and ask for other ideas

Tips:
- Build a workbook of ideas for projects, so you’re ready when someone asks.
- Help your peers build their competencies/share!
- Your successes and failures become your ‘brand’ – (i.e., you’re the person that you in people’s minds; nurture your reputation by providing good customer service, working on relationships all the time, not just when you need something.

Free tools/examples:
Pinterest for Onboarding - [https://www.pinterest.com/janebozarth/your-first-day/](https://www.pinterest.com/janebozarth/your-first-day/)
Snapguide for Productivity - [https://snapguide.com/guides/use-the-keurig-k-cup-brewer/](https://snapguide.com/guides/use-the-keurig-k-cup-brewer/)
Facebook group for new hires