814
How Performance Support Saved the Classroom!

Con Gottfredson & Bob Mosher, APPLY Synergies

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Performance Support for you ON Performance Support…

- PS Community
  - 3,500+ members
  - Blogs, Discussion Boards, Webinars, Articles…
The “Before” Story: The unrealistic burden placed on the classroom

Activity: Discuss with your neighbor the appropriate distributions

### Instructional Treatment

<table>
<thead>
<tr>
<th>Present Content</th>
<th>5 Day Course: Traditional ISD Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>1000 + slides</td>
</tr>
<tr>
<td>10%</td>
<td>33 slides per hour</td>
</tr>
<tr>
<td>05%</td>
<td>(1.8 per minute)</td>
</tr>
<tr>
<td>0%</td>
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For YEARS the classroom has suffered from the “Cover it” promise
Today’s discussion points:

1. If we’re going to move learning out into the workflow we need to DESIGN for the workflow
2. There isn’t enough time to train effectively on everything.
3. The best way to learn is while you work using an EPSS.
4. Targeted Learning saves the classroom.
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   A. How performers encode effects how efficiently and effectively they retrieve and translate to action.

   B. Performers need an overarching visual cognitive map that provides a framework for targeted learning.
What happens when you ask someone to retrieve, from memory, information in a way that is different from how they encoded it?

1. Effective learning design aligns to the workflow
### Conduct
- Conduct a Check-in Audit at Day’s End
- Conduct a Review with Drivers and Pre-loaders
- Conduct a Monthly Employee Relations Meeting
- Conduct a Monthly Safety Meeting

### Monitor and Maintain
- Maintain and Update Your Outlook Calendar and Tasks
- Monitor and Track Driver Group Performance based upon key indicators
- Monitor and Track Pick-up Compliance
- Monitor Exceptional Performance

### Plan and Prepare
- Plan Your OJS Schedule
- Prepare and Conduct a Virtual On-Job-Supervision
- Prepare for a Meeting with a Manager
- Prepare for and Provide Progressive Discipline

### Review and Resolve
- Review and Respond to Email
- Resolve Customer Concerns and Follow-ups with a Driver
- Review the Daily Pre and Post Sort Inspection
- Review and Resolve Dispatch Concerns with the Dispatcher
- Review Concerns and Follow-ups
- Review results of your OJS Schedule with your manager
- Review Workgroup Results

### Review the Previous Day
- Monitor and Track Driver Group Performance based upon key indicators
- Measure Individual Driver Performance
- Monitor and Track Pick-up Compliance
- Review Concerns and Follow-ups

### Prepare for Today
- Pre-scan Audit a driver’s car
- Read and Respond to Email
- Maintain and Update Your Outlook Calendar and Tasks
- Prepare and Conduct a Virtual On-Job-Supervision
- Review and Resolve Dispatch Concerns with the Dispatcher
- Plan Your OJS Schedule
- Prepare for and Provide Progressive Discipline
- Monitor Exceptional Performance

### Prepare and Meet with the Manager Center Team
- Prepare for a Meeting with a Manager
- Reviewing/results of your OJS Schedule with your manager
- Review Workgroup Results

### Talk with Employees
- Recognize Exceptional Performance
- Conduct a Review with Drivers and Pre-loaders (The Safety, Service, Profitability, Volume, Employee Process)
- Provide Progressive Discipline
- Resolve Customer Concerns and Follow-ups with a Driver
- Conduct a Monthly Employee Relations Meeting
- Conduct a Monthly Safety Meeting
**Principle:** Correlate your training and performance support strategies with the workflow.

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**Retrieve to Perform**

**Learn to Encode**

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**Communicate**
1. Contact the injured or ill employee
2. Arrange for a case management meeting
3. Hold a meeting
4. Engage in and communicate about your treatment plan
5. Document ongoing management in the employee health record
6. Maintain connection with an employee off work (manage/supervisor)

**Exchange Information**
1. Gather case information from the manager/supervisor
2. Request Medical Documentation
3. Provide Medical Documentation
4. Receive Medical Documentation
5. Document ongoing management in the employee health record
6. Send reports
7. Receive reports

**Identify a Potential Participant**
1. Identify and Report injury, illness, and/or challenges for remaining at work
2. Identify and Refer potential participants
3. Receive a referral
4. Identify and respond to a non-participant

**Enroll an Employee**
1. Conduct a triage assessment
2. Determine the appropriate EDMP stream
3. Enroll an employee
4. Make a triage report

**Assess Challenges**
1. Determine “Own Job” Demands
2. Identify barriers to returning to/staying at work
3. Obtain medical assessment and/or treatment
4. Identify employee limitation and restrictions
5. Resolve wage and benefit issues

**Create and Implement an Initial Case Management Plan**
1. Assemble the case team
2. Determine and implement options to address challenges
B. Performers need an overarching visual cognitive map that provides a framework for targeted learning.

Entire Workflow Process = Class/Session

Each Individual Process = Learning module
Today’s discussion points:

1. Effective learning aligns to the workflow
2. There isn’t enough time to train effectively on everything.
3. The best way to learn is while you work using an EPSS.
4. Targeted Learning saves the classroom.
2. There isn’t enough time to train effectively on everything.

Present Content
Discuss
Showing How
Practice with Feedback
Review

When we attempt to train on everything... we end up spending most of the instructional time presenting content and not enough time on these other activities that enrich the learning experience.
2. There isn’t enough time to train effectively on everything.

Tasks and skills with limited consequence of failure should be learned in the workflow, real-time.

<table>
<thead>
<tr>
<th>How critical are the consequences of failure?</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
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<tbody>
<tr>
<td><strong>Insignificant/ Minimal</strong></td>
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2. There isn’t enough time to train effectively on everything.

Doing this frees up the time needed to target, in training, skills where the critical impact of failure is high with the right level of instructional treatment.

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<td>• Consequences would require significant commitment of resources and/or lasting consequences for others.</td>
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The “AFTER” Story:

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1000 + slides
33 slides per hour (1.8 per minute)

75 slides
(9.6 minutes per slide)
Today’s discussion points:

1. Effective learning aligns to the workflow
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3. The best way to learn is while you work using an EPSS.
4. Targeted Learning saves the classroom.
What is an “EPSS”?  

**Embedded Performance Support Solution:**
Orchestrated set of **technology enabled services** that provide **on-demand** access to:
- integrated information,
- guidance,
- advice,
- assistance,
- training, and
- tools

to enable high-level job performance with a minimum of support from other people

*Gloria Gery*
3. The best way to learn is while you work using an EPSS
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### Critical Impact Rating Scale

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EPSS Only

Classroom/ eLearning

AND in the EPSS
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Sessions are divided into modules. Each module has:

1. Provide an Overview to the module:

   - Gather case information from the manager/supervisor
   - Request Medical Documentation
   - Provide Medical Documentation
   - Receive Medical Documentation
   - Document ongoing management in the employee health record

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Sessions are divided into modules. Each module has:

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2. Teach the Lesson(s):

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<th>Lesson</th>
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<tr>
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<td>✔️</td>
<td></td>
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<tr>
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Learn About → Learn How To → Apply What You’ve Learned → Discuss/Watch How it’s Done

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Learn How To:

Apply What You’ve Learned

Discuss/Watch How it’s Done
4. Targeted Learning saves the classroom.

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1. Provide an Overview to the module:

2. Teach the Lesson(s):

Teach the Lesson:

- Learn About
- Learn How To:
  - Apply What You’ve Learned
  - Discuss/Watch How it’s Done

Pull It All Together

- Stretch Your Skills
- Review What You’ve Learned
- Consider What You’ve Learned
RampUp/RampDown to Self-Directed Learning

Workflow

Instructor Aided Learning

Self-Directed Learning

Instructional Time

Peers

Embedded Performance Support Solution

RampUp/RampDown to Self-Directed Learning
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Please continue to let us know any way we can help!

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