S104
Performance Support:
Shifting Our Focus to the Point of Work

Gary G. Wise
Human Performance Outfitters, LLC.

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Performance Support: 
*Shifting Our Focus to the Point of Work*

Gary G. Wise
Workforce Capability Architect
Founder & Principal
Human Performance Outfitters, LLC
(317) 437-2555
Innovative Training Solutions

Effective Knowledge Transfer ... during Training

Vs.

Sustained Workforce Capability @ the Point of Work
Organizational Change Implications

• Cultural Blind Spots

“If I’d asked what they wanted, they would’ve said faster training.”

Training Drives Performance and Potential

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Organizational Change Implications

- Plan on Leading Change
  - Transformational? ...or just a “Tweak”?

“There is nothing quite so useless, as doing with great efficiency, *something* that should not be done at all.”

– Peter Drucker

First Step: *Change the Conversation*
Changing the Conversation

Once upon a time...

Fix my curriculum & life will be good
Changing the Conversation

1. What works? What doesn’t?

2. Where do you run into roadblocks?

3. Did your **TRAINING** adequately prepare you for your job?

4. What would you change?

5. What **SUPPORT** is needed to make your job less of a challenge?

6. What **TOOLS, HACKS, APPS, or CHEATS** have you or your colleagues discovered or developed to support your work?
Changing the Conversation

Performance Drivers & Restainers
- Leadership
- Capability
- Motivation
- Process
- Resources
- Environment

Is Being 100% Effective on 18% of the Problem Good Enough?
Linear Journey to Competency
Learner-to-Performer Continuum

Prepare Learners

Point of Entry

1. Learn New
   First Time Learning

2. Learn More
   Enhance Knowledge

Sustain Performers

Point of Work

3. Apply
   Remember or Apply Knowledge

4. Change
   Something Changes

5. Solve
   Something Fails “Plan B”

Five Moments of Need originally developed by Dr. Conrad Gottfredson

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Moment #3 APPLY @ the Point of Work
“Intentional” Design – Paradigm Shift

Learner-to-Performer Continuum

Sustain Performers

Point of Work

3 Apply
4 Change
5 Solve

Governed Performance Support
Asset Creation

• PS Assets for Point-of-Work
• Contextual Delivery in Workflow
• On-Demand 2-Clicks or 10-Sec
• Single-Source Documents - SSD
• Source PS Content for Training

Prepare Learners

Point of Entry

1 Learn New
2 Learn More

Extended Blend

Training/Learning
Asset Creation

• Agile Design/Dev/Deliv
• Short-Form Learning
• Embed PS in Learning
• SSD-Based Simulations
• Technology to Access PS

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Launch Via Technology to Pilot Performer Group

Incremental Implementation
Extended Blend PS Assets and/or Short-Form Learning “Chunks”

Validate
• Relevance
• Accessibility
• Effectiveness

Refine & Iterate

Performance Assessment
• Greatest Performance Gaps/Value/Risk
• Knowledge Needs, Skills & Objectives
• Extended Blend [Media – Mode – Venue]

Create Once – Use Many Times via SSD

Embed

Replicate Via SSD

Extended Blend: Agile Design, Devel & Delivery

Formal SHORT-FORM LEARNING Content

Simulations
Knowledge Base
Help Desk
Coaching Guide
Facilitator Guide
Participant Guide
Client Education
Vendor Training

Performance Metrics
Evidence of Impact at Level 3 & 4
A Parting Thought...

Don’t get left behind...

Plan to Adopt the EPS Discipline Sooner Than Later!

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Contact Information — Gary Wise

EMAIL:  
gary.wise@humanperformanceoutfitters.com

MOBILE:  
(317) 437-2555

TWITTER:  
@gdogwise

WEBSITE:  
http://www.workforcecapability.com

BLOG:  
http://LivingInLearning.com

www.linkedin.com/in/garywiseprofilemyca