305
Adopting the Performance Support Mindset

Roberta Dombrowski
The Predictive Index
# 5 Moments of Learning Need

<table>
<thead>
<tr>
<th>Moment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>When someone is learning something new for the first time</td>
</tr>
<tr>
<td>More</td>
<td>When wanting to learn more about a topic – they’ve already been exposed to it and they're looking to deepen their knowledge or expertise</td>
</tr>
<tr>
<td>Apply</td>
<td>When they need to act on what they’ve learned (could include remembering forgotten information)</td>
</tr>
<tr>
<td>Solve</td>
<td>When something goes wrong and they’re looking to solve a problem or issue</td>
</tr>
<tr>
<td>Change</td>
<td>When people need to learn a new way of doing something that requires a change of skills</td>
</tr>
</tbody>
</table>

Bob Mosher & Conrad Gottfredson, 2008
The Inverted Pyramid

Moments of learning need

Formal Training

Performance Support

Steps

Deeper Details

Practice/Demos

Other Resources (elearning)

Conceptual Practice

Training objectives

Steps

Deeper Details

Practice/Demos

Other Resources (elearning)

Steps

Deeper Details

Conceptual Practice

Training objectives

Bob Mosher & Conrad Gottfredson, 2008
## Creating a PS Strategy – Pt. 1

<table>
<thead>
<tr>
<th>Identify:</th>
<th>Questions to ask</th>
</tr>
</thead>
</table>
| **Business Objectives and Goals** | • What problem is the organization looking to solve?  
• What's the overall goal of the solution?  
• How does PS help you reach that goal? |
| **Audience** | • Who is the audience?  
• What are their needs?  
• What do they know?  
• What do they need to know?  
• What tasks do they have to do to perform? |
| **Stakeholders** | • Who are the stakeholders?  
• How involved will they be?  
• How do you plan to get their buy in? |
| **SMEs** | • Who are the SMEs?  
• How will you be interacting with them?  
• Will they be reviewing content? |
# Creating a PS Strategy – Pt. 2

<table>
<thead>
<tr>
<th>Identify:</th>
<th>Questions to ask</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content</strong></td>
<td>• What type of historic content will you be dealing with?</td>
</tr>
<tr>
<td></td>
<td>• What type of content are you creating?</td>
</tr>
<tr>
<td></td>
<td>• How will learners get access to the content?</td>
</tr>
<tr>
<td></td>
<td>• How will you keep track of your learning content?</td>
</tr>
<tr>
<td><strong>Workflow</strong></td>
<td>• What is your workflow for creating content?</td>
</tr>
<tr>
<td></td>
<td>• Will you have reviews?</td>
</tr>
<tr>
<td></td>
<td>• How will you deal with change management?</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>• What type of technology will your learners have?</td>
</tr>
<tr>
<td></td>
<td>• What type of expertise do your learners have with technology?</td>
</tr>
<tr>
<td></td>
<td>• What type of tools will you be using?</td>
</tr>
<tr>
<td></td>
<td>• Do you have purchase any new tools?</td>
</tr>
<tr>
<td><strong>Success</strong></td>
<td>• What does success look like? (metrics such as number of views, etc.)</td>
</tr>
<tr>
<td></td>
<td>• What types of evaluation will you use to measure your performance support?</td>
</tr>
<tr>
<td></td>
<td>• What type of metrics will you gather?</td>
</tr>
</tbody>
</table>
Additional Resources

• **Innovative Performance Support: Strategies and Practices** by Conrad Gottfredson and Bob Mosher

• **The Performance Support Community** – email rdombrowski@predictiveindex.com to be invited!

• **The Performer Support Implementation Maturity Model**
Additional Resources

**AUDIO**
- Audacity
- Adobe Audition

**VIDEO**
- Adobe Captivate
- Articulate Storyline
- Camtasia

**IMAGES**
- Unsplash
- Pexels
- Getty Images

**IN APP MESSAGING + PS**
- Pendo
- AppCues