KRYON SYSTEMS

Leo

Extending Your Learning Solutions Using Performance Support

7 steps to generate a performance support solution

Yanay Zaguri
Director of Product, Kryon Systems
Yanay@KryonSystems.com

In this session

Get to know a “recipe to bake” a PS solution from an existing learning solutions

We will:

- differentiate between the various solutions
  - Classroom Training
  - Just In Time Training
  - Performance Support
- learn what are the 7 steps necessary to generate a PS solution from a learning solutions

And…. appreciate my taste for in movies

The Performance Gap

End Users

Actual Performance

Desired Performance

The Performance Gap

End Users

Actual Performance

The Performance Gap

People

- Employee Knowledge Gap
- Human Error

Applications

- Complex Applications
- Mismatch between Applications and Processes

Business Processes

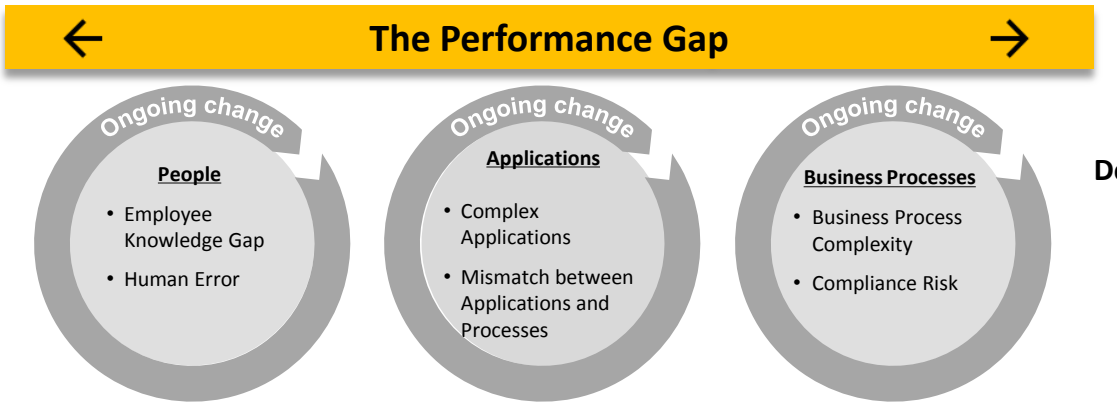
- Business Process Complexity
- Compliance Risk

Desired Performance

The Performance Gap

End Users

Actual Performance



Desired Performance

The Performance Gap

End Users

Actual Performance

The Performance Gap

Desired Performance

Training

Documentation

Incentives

The Performance Gap

The Performance Gap

End Users

Actual Performance

Desired Performance

Solutions

- Classroom Training
- Just In Time Training
- Performance Support

7 steps for generating a Performance Support solution

1

Setting Performance Goals

- What is the business need?
- What were the desired business results?
- How business results are influenced by users behavior?
- How the organization measures these results?

2 Isolating the Behavioral Component

- How do we minimize the gap between how users should work and how they actually work?
- What is the pain we should solve?
- How do we know it's a real pain?
- How do we know the pain is eliminated or reduced?

3

Defining the Required Knowledge

- What does the user need to know?
  What does the user need to understand?
- What is the procedural know? (“How-To”)
- What is the declarative knowledge? (“The why”)

Procedural Knowledge

Declarative Knowledge

4 Mapping the Procedural Knowledge

- What are the steps of task?
- What are the conditions of the process ? (if\then)
- What is a “happy day” scenario?
- What is a “rainy day” scenario?
- What is the frequency process?

5 Overlaying the Declarative Knowledge

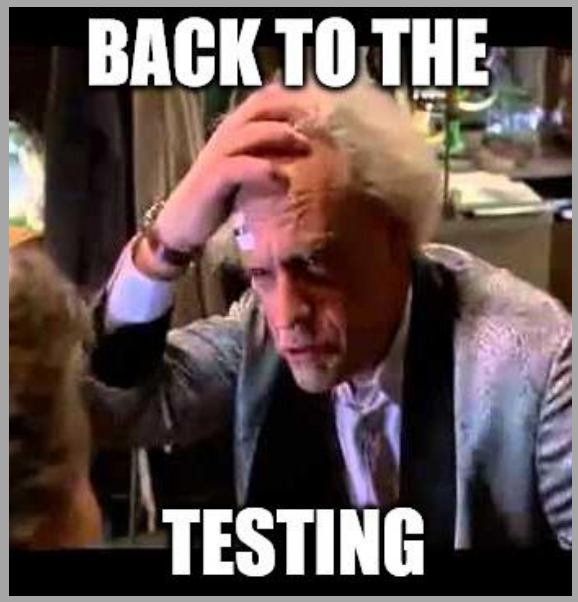
- What are the common mistakes?
- What are the critical errors?
- What are the differentiates between a user that successfully completes the process to one who do not?


Eat, Sleep, Poop and Play
(It's What Babies Do.)
Have a cranky baby? Go down the checklist:
Eat Could your baby be hungry/have gas pains?
Sleep Is your baby tired?
Poop Has the baby pooped? Do they need to?
Play Is the baby bored or... Is the baby over-stimulated?

7

Test, Test, Test…

- In different business situations?
- In different environments?
- For different users?
- In different contexts?
- Did we eliminated or reduced the pain ?



Performance First

1. Setting Performance Goals

2. Isolating the Behavioral Component

3. Define the Required Knowledge

4. Mapping the Procedural Knowledge

5. Overlaying the Declarative Knowledge

6. Provide in context in performance

7. Test, Test, Test…

Performance Support

1. Setting Performance Goals
2. Isolating the Behavioral Component
3. Define the Required Knowledge
4. Mapping the Procedural Knowledge
5. Overlaying the Declarative Knowledge
6. Provide in context in performance
7. Test, Test, Test…

Just In Time Training

1. Setting Performance Goals
2. Isolating the Behavioral Component
3. Define the Required Knowledge
4. Mapping the Procedural Knowledge
5. Overlaying the Declarative Knowledge
6. Provide in context in performance
7. Test, Test, Test…

Example

1

An existing learning solution:
Lead Entry and Conversion in Salesforce
Link

2

1. Performance Goals
2. Behavioral Component
3. Required Knowledge
4. Procedural Knowledge
5. Declarative Knowledge
6. Context
7. Test

3

Performance First :

- Just In Time Training
- Performance Support

Thank You!

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