

***Job Aid for L&D Professionals:
The Process and Questions to Consider When Exploring Performance Support***

Getting Started with Performance Support

Step 1: Start with a performance problem you are trying to solve

Step 2: Learn about performance support and ask will this solve my problem?

Step 3: If so, start small and experiment

Step 4: Work through the Performance Support Adoption Framework

Organizational Influences

Shared Culture and Values
Leadership Champions
Network of Experts
Resource Availability
Targeted Communications and Training

Innovation Influences

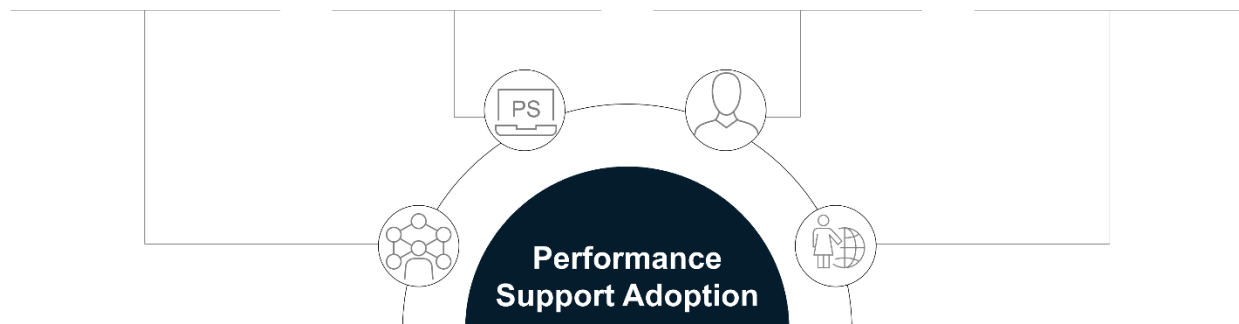
Demonstrated Cost Benefit
Perceived Complexity
Ability to Experiment and Show Success

Individual Influences

Attitudes and Motivations
Awareness and Skill Levels
Leader Ability to Influence
Leader Assessment of Results

External Influences

Crisis/Unforeseen Circumstances
Compliance and Regulatory Concerns



Organization Influences:

- a) How does this fit with my organization's culture? Is the organization accustomed to in person learning? Is the L&D Organization traditional or open to performance-driven solutions? What change management do I need to do to get started?
- b) Who is a senior leader or stakeholder that will be willing to take a risk and partner on this project? Who will be a champion? What education / convincing do I need to do?
- c) What expert support do you need? Who are the right vendors for this project? Technology vendors? Methodology vendors?
- d) What internal resources do you need? Can you get the budget? Who from the business should participate as subject matter experts? Who from the IT department should be involved? Do you have the right L&D colleagues engaged? Who will maintain the solutions? Will organizational leaders support the team's time to implement and further maintain and sustain the solution?
- e) What communication and training are needed to successfully implement and roll out the solution? Communications and training for senior leaders? Operations leaders? Users? Do you want to brand the performance support platform?



Innovation Influences

- a) How can you demonstrate the cost benefit of the performance support solution to your leaders? How is this better than the alternative?
- b) What do you need to think about in terms of delivery of the solution? What platform will you use? How will users access it? How do you ensure that it is easy to access and use for the learners?
- c) What is the scope of the proof of concept/experiment to explore performance support? How will you demonstrate the success of the proof of concept to move forward?



Individual Influences

- a) What are the attitudes of the learning managers, instructional designers, and instructors towards performance support? Are they supportive or do they feel threatened? What change management do you need to do? What incentives might you need to put in place?
- b) What education and training do you need to provide individuals on your team to build their awareness of the benefits of performance support? What training do you need to provide to build capabilities in designing and implementing performance support?
- c) How will you influence others to affect change? What strategies will you use to convince the organization to implement performance support? Are you being careful to use business language, rather than L&D lingo?
- d) How will you measure success? What metrics will you collect and share with your leaders and teams?



External Influences

- a) Are there any regulatory or compliance factors you need to consider?
 - b) Are there other external / environmental factors you should plan for?
-