



# Basic principles behind Performance Support

When creating Performance Support material, it's advisable to adopt a much different approach than when designing formal learning activities. Keep reading to find out more!

Performance Support can come in the form of software or a different resource (e.g. printed or technical material) which is made available precisely at the moment of need, offering just the right amount of workplace support and assistance to ensure that the user's current task can be completed quickly and successfully.

Everybody who's involved in the field of Performance Support is well aware that Performance Support goes hand-in-hand with formal learning. While the latter is indispensable when it comes to general motivation and business-critical or compliance-related topics, Performance Support involves offering direct workplace-based assistance in completing a particular task or solving a specific problem. When designing Performance Support measures, we strongly recommend adopting a much different approach than when designing formal learning activities. Just because a particular component is correct and essential for formal learning, this doesn't necessarily mean that the same applies for Performance Support, and it may, in fact, be totally unsuitable. One of the most frequently asked questions during Performance Support projects is whether it's possible to specify the order in which the various Help elements appear. Based on our experience, such a question often stems from a pattern of thought that is better suited to compiling traditional learning curricula and which is entirely at odds with the Performance Support philosophy. After all, when it comes to professional know-how, only the employees themselves know the amount of knowledge and level of detail they require for their respective positions.

This explains why QuickAccess uses intelligent filters and search engines to provide the employee with help documents that are as appropriate as possible for the work context at hand.