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!

When it comes to the professional development of employees and fostering efficient work practices, Performance Support has an essential part to play. Unlike the conventional design process for formal learning activities, the development of Performance Support measures requires a completely different methodology, which we will explain in greater detail below.

Definition of Performance Support
Performance Support can involve the use of software or a different resource, and is made available in either digital or printed form. The crucial difference is that this resource is available at the exact moment it is needed. It provides precisely the right amount of support and assistance a user needs to successfully complete their current task.

QuickAccess therefore 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.

The connection between Performance Support and formal learning
Performance Support and formal learning complement each other in their goal. Formal learning is indispensable when it comes to motivating employees, communicating topics of business-critical importance or compliance issues. Performance Support, on the other hand, focuses on providing direct assistance in the workplace to complete specific tasks and solve problems as they occur. Consequently, the design of Performance Support measures requires a completely different approach than the development of curricula or formal tutorials for corporate learning purposes. Material that is appropriate and necessary in the context of formal learning may be completely inappropriate when it comes to offering Performance Support.
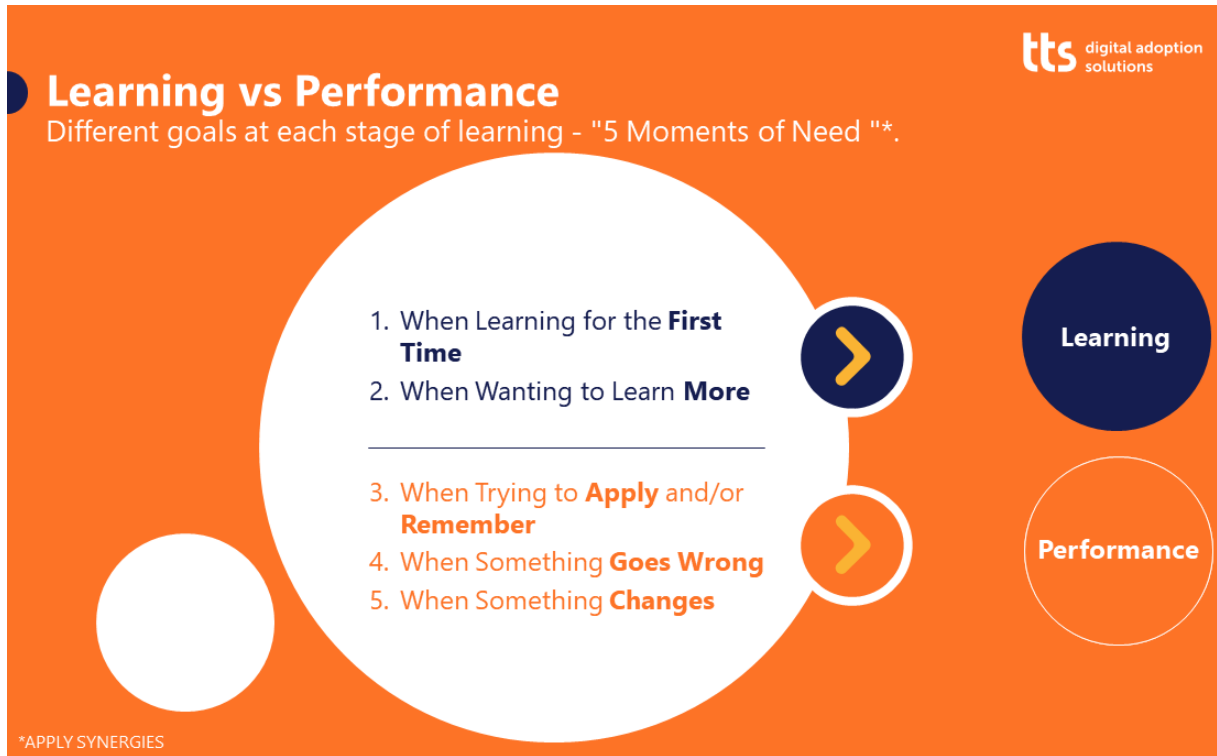
The "correct sequence" is not set in stone

When working on Performance Support projects, one of the most frequently asked questions is whether the order in which the various Help elements are presented should be specified. In our experience, this question often stems from the traditional model of providing an entire curriculum, and is completely at odds with the fundamental principles of Performance Support. After all, only the employees themselves can assess the level of knowledge and depth of information necessary for their particular work situation at the moment they need help.

Tailored support

QuickAccess therefore uses intelligent filters and search engines to provide employees with supportive information and help documents that are precisely tailored to their respective work context. This enables customized, needs-oriented support and contributes to the efficient and successful completion of their tasks. The information provided can range from precise, target-oriented instructions, e.g. steplists for completing a work step (technology guidance), up to the communication of complex, multifaceted procedures and processes (business guidance).

tts performance suite – A holistic solution

1. When Learning for the **First Time**
2. When Wanting to Learn **More**

3. When Trying to **Apply** and/or **Remember**
4. When Something **Goes Wrong**
5. When Something **Changes**

Corporate Learning

tts performance suite

Business Guidance + Technology Guidance

Performance Support is therefore a dynamic tool that offers exactly the help you need – in real time – to overcome daily challenges in the workplace. Additional suggestions for the targeted creation of Performance Support content can be found under the headings "Critical task analysis", "Technology guidance and business guidance" and "Context-sensitive support at the workplace".