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Analyses for the efficient implementation of Performance Support

Compiling a learning experience and Performance Support plan is a method for the identification and detailed analysis of the most critical tasks within a work process. You should use this method to determine the skills and support options that are required for the effective and efficient execution of work processes. Keep reading for further information on how to use this approach in conjunction with QuickAccess.

1 Analyses in Performance Support

When it comes to Performance Support, providing employees with the right support at the right time is of vital importance. You are therefore advised to carry out three consecutive analyses before producing content and making it available.

Rapid workflow analysis

A rapid workflow analysis involves drawing up a list of all the tasks and roles of employees in a specific field. This method ensures a transparent depiction of work processes and makes it easier to identify potential for optimization.

Critical skills analysis

The next step involves identifying the skills of an employee whose failure to perform correctly would have a critical impact on the overall process. This assessment helps with the identification of weak points and the subsequent development of targeted measures aimed at minimizing risk.

Learning experience & Performance Support plan

The learning experience and Performance Support plan involves the creation of a comprehensive curriculum that depicts a holistic learning and Performance Support solution. This plan ensures the ongoing development of employees' skills, thereby boosting the efficiency and effectiveness of their day-to-day work.

The following section focuses on the creation of a **Performance Support plan** tailored for the use of QuickAccess.

2 Performance Support Plan for QuickAccess

Based on the above approach, we recommend **identifying** and **analyzing in detail** the most important and complex tasks within a work process in advance of making content available via QuickAccess. Documenting the results of this immediately can prove to be very helpful. You can use the Excel file titled "Performance Support plan for QuickAccess (template)" for this purpose.

Pay special attention to the following points when carrying out the analysis:

1. Rapid workflow analysis:
The first step involves identifying the workflows that are crucial to the success of a particular job or process. Critical workflows are those that have the greatest impact on the overall outcome.

2. Detailed analysis:
Once the critical workflows have been identified, they should be analyzed in detail. This includes breaking down the workflows into their individual steps, understanding the skills and knowledge required for successful execution and identifying the most common errors and challenges. Critical steps are those in which an error would have serious consequences for the entire workflow.

3. Determining the performance requirements:
This analysis helps to determine the exact performance requirements that are necessary to successfully complete a critical task. It is important to look at tasks from the employee's perspective in order to understand where support is needed. The resulting overview allows you to decide what type of support should be made available via QuickAccess.

4. Creating content:
Based on the outcome of your analysis, you can then begin with the creation of content using the Creator and Curator in tts performance suite, and make the content available via QuickAccess.

5. Monitoring and evaluating effectiveness:
The effectiveness of support can be appraised via the Analytics Dashboard. User feedback should be used to further improve the content.
Thanks to its QuickAccess component, tts performance suite is the ideal Performance Support system that offers all the options necessary for the implementation of both technology and business guidance, as well as supporting digital learning.