

Analyzing and creating content for Performance Support

There are many significant differences between analyzing and designing content for Performance Support and for training purposes. Here you will discover what you need to pay particular attention to when compiling and creating Performance Support material.

1 Quality and up-to-dateness of content

In addition to fulfilling the technical prerequisites, the success of any Performance Support project hinges on the quality and up-to-dateness of content. To guarantee this, it is necessary to ensure that authoring activities are organized within a clearly defined structure. The group of authors is responsible for the entire content creation process and should therefore incorporate basic didactic and specialist knowledge from the company's various departments. In an ideal scenario, the group of authors should therefore include colleagues from the company's training academy and Subject Matter Experts (SMEs) from its specialist departments. The further a project has progressed, the more content has been created, meaning that the involvement of SMEs from the specialist departments is becoming ever more important. They are familiar with the various tasks, are informed about changes and involved in their implementation. The updating of content in these cases can therefore only be triggered, tracked and implemented by SMEs from the specialist departments. The success of a Performance Support project largely depends on whether the content is meaningful and up-to-date. After all, it is up to the employees themselves to decide whether to use tool-supported Performance Support or not, thereby highlighting the importance of providing attractive content. It is therefore highly advisable that companies have a well-oiled process in place for supporting the updating of content.

2 Analysis of the content that is to be provided

During the first phase of content creation, the Subject Matter Experts (SMEs) need to define **the process that requires support** and split it up into its sub-steps. The next phase involves **analyzing** the activities performed during the various process steps and specifying **the necessary content/activities** as learning or help objects. When doing so, it's important to see things from **the perspective of the various roles involved** and to identify the **critical weaknesses and vulnerabilities**. The primary focus should be on real-life use cases and their solutions (see also "*Analyses for the efficient implementation of performance support*"). Performance Support should not be regarded as an all-encompassing SME knowledge library. The higher the relevance of a particular item of content for the end user, the more likely it is to be used – only then will the effort involved in compiling content actually pay off! To collect relevant content in a structured manner, you can use the attached Excel tables (see "*Performance support plan for QuickAccess (template)*"). During this analysis phase, you should also consider which content you want to transport, and via which output

format. It's important to remember that fundamental knowledge should be conveyed via e-learning/documentation, whereas special application knowledge and step-by-step instructions should be made available via the steplist output format.

3 Create new content, but also use existing material

When it comes to providing support at that all-important 'moment of need', you should create new, goal-oriented learning or help objects, but you can also use existing material in the form of PowerPoint (e. g. process descriptions, motivational content) or Excel files (e.g. error messages and how to solve them)! Everything doesn't have to be created anew! You can add the context of the application to these files to provide crucial information at specific points within a process or as direct help for an application.

4 Group of authors, project management and data storage

Depending on how you organize the authoring activities, different groups will be involved in creating the content, and the learning or help objects will go through various stages (workflow). You should use this workflow in such a way that all participants are integrated into the process, while ensuring that as much information as possible is created and maintained within tts performance suite. This way, you can manage the creation and publishing process within tts performance suite, meaning that just a minimum of project management activities involve other media, e.g. Excel files.

5 The end user decides

Once the content has been released, end users can access it via the Publisher (structured in processes, topics or courses) or via QuickAccess (context-sensitive). The success of your project largely depends on how your end users use the information provided and whether it actually helps them. You should therefore integrate them into the whole procedure! Ask them to assess the material and provide feedback on its relevance. It is absolutely crucial that you are made aware of any necessary information that is either unavailable, incorrect, or incomplete. Performance Support can only work if everyone in the company is involved.