



Introduction to Mobile Performance Support

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What is performance support?



“A helper in life and work, performance support is a repository for information, processes, and perspectives that inform and guide planning and action.”

**The most important word
in this definition?**

Rossett, A., & Schafer, L. (2007). *Job aids and performance support: Moving from knowledge in the classroom to knowledge everywhere*. San Francisco: Pfeiffer.

What is performance support?



“A helper **in** life and work, performance support is a repository for information, processes, and perspectives that inform and guide planning and action.”

Performance Support

- PS is job aids on steroids, taking advantage of technology to deliver smarts and guidance where and when needed.
 - Mapquest online vs GPS.
- Available 24-7, when the supervisor is too busy, the expert unavailable, the engineer spirited away, or training costs too high.

What is performance support?

Time is not set aside to learn.

Advice and guidance are delivered as needed.
Performance is enabled in the workflow.

The organization invests in developing performance support tools, resources, and aided efforts.

What is performance support?

Deliver information and guidance on demand, in context, on topics from the sublime to the ridiculous

Here I am with a colonoscopy tomorrow morning (darn).

- May I have dinner the night before?

Am I ready for retirement?

- What should I do to get even more ready?

Tonight is a special dinner party.

- What wine should I serve?

Roses are so gorgeous.

- Would they thrive at my house?

What will we do today?

- What is performance support?
- **When would you use it?**
- What are the kinds of performance support?
- What is possible with mobile support?
- Wine, roses and you?

When do you use PS?

- When performance is infrequent
- When the situation is complex, has multiple steps, or multiple attributes
- When the consequences of errors are high
- When performance depends on a large body of information
- When performance is dependent on knowledge, procedures, or approaches that change frequently
- When employee performance can be improved through self-assessment and correction
- When there is high turnover and the task is simple
- When there is little time or few resources for training

When wouldn't you turn to PS?

- When use would damage credibility
- When fast, fluent performance is a top priority
- When novel and unpredictable situations are involved
- When the employee lacks sufficient reading, listening, or reference skills
- When access to the materials or technology is blocked or impossible
- When the employee is not motivated

A *good* use of performance support?

	YES	NO
1. Carolyn has never been to Tasmania. She wants to pack the necessities, plus what's right for this time of year.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Harry, a small business owner, is trying to determine which version of an accounting software package to buy. He needs to compare features and costs in light of his needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Phil Mickelson is putting for eagle on the 18 th hole.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

A *good* use of performance support?

	YES	NO
4. New adjusters at an insurance co. must be able to examine damaged cars to assess damages speedily, accurately and in contract compliance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Anita is a marriage counselor. Her clients become quite “animated” during joint sessions and she needs to help them calm down and work together.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Lynn, a recent MBA graduate, is preparing for her first big corporate presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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What are planners and sidekicks?

- **Planners** are in our lives *just before or after* the challenge. They encourage reflection and smarten us up *just before and after* a challenge.
 - Using weather.com to pack for the trip
 - Consider life choices in [How Long Will I Live](#)
 - Reflect on the readiness of a document to be submitted
- **Sidekicks** are at our side *during* the task.
 - Follow directions for changing the message on the answering machine
 - Refer to instructions to assemble a ciabatta burger
 - Use the car GPS to get to an appointment

You would use a planner here,
but not a sidekick.



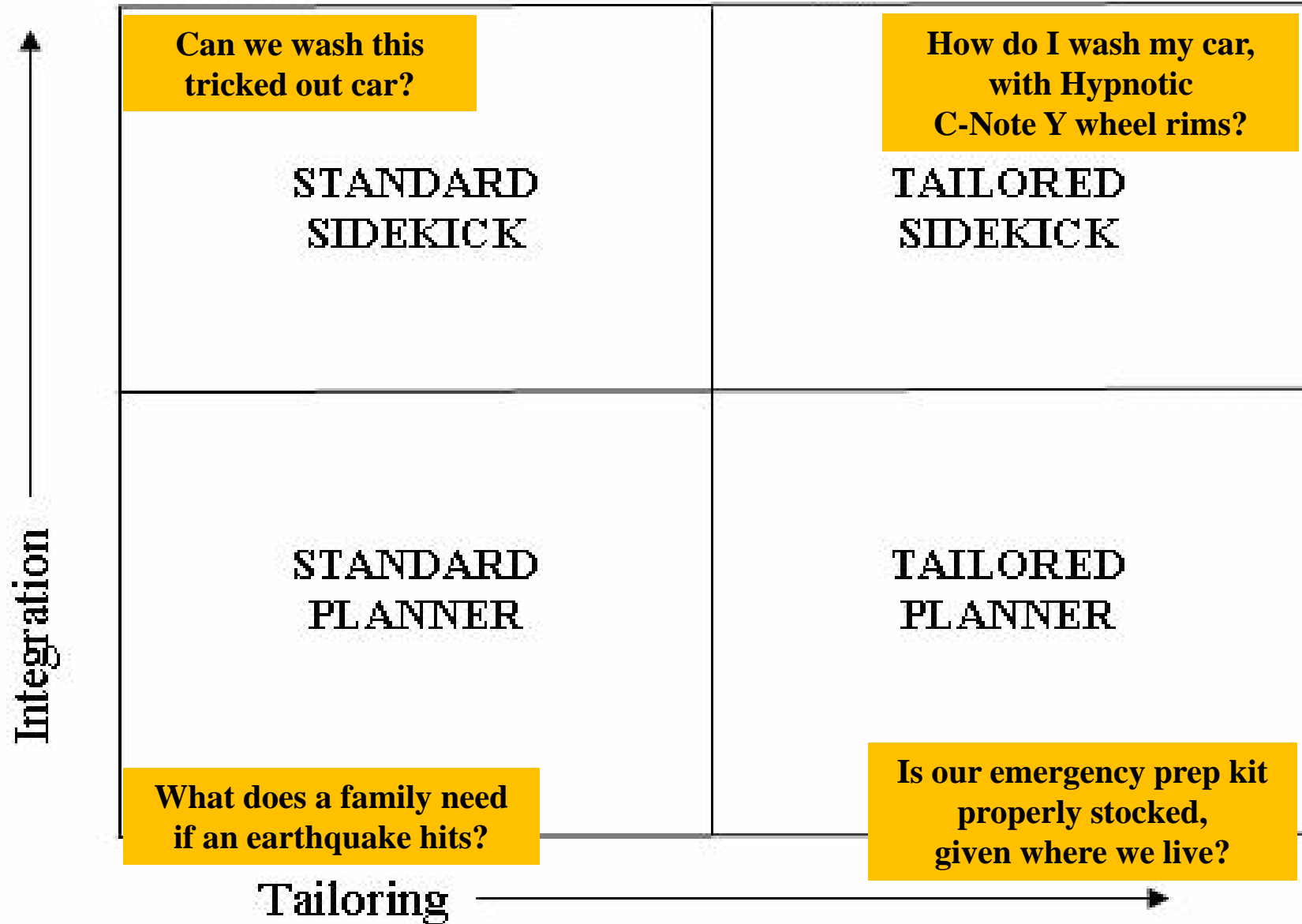
What are standard and tailored PSTs?

- **Standard** performance support delivers the same message to all.
 - Weather.com before the trip
 - Guidelines to determine the readiness of a document
 - Directions for changing the answering machine message
 - How-to assemble a ciabatta burger
- **Tailored** performance support knows you and delivers guidance appropriate to your situation
 - GPS tailored to *your* trip
 - Advice on what *you* need to do to retire in style or to put the triplets through college
 - Alerts about a medication... allergies, interactions with other meds...
 - Notice that somebody with your astrological sign is in proximity

You would use tailored support here, not standard.



Performance Support



How to Make Sun Tea

In the lazy, hazy days of summer, when it's too hot and too much work to boil water, this is a great way to [make tea](#). You can actually steep tea using just the energy of the sun, but in order for the tea to steep properly (and if you want to avoid food poisoning) follow these steps.



Sun tea steeping on a summer afternoon.



How to E Element

Quick and easy st

Note: The backgro

Steps

1. Open PSE7.

2. File-open the

3. Select tool-Q

Ingredients

[edit]

- 4 cups of cold water
- 5 teabags or 5 teaspoons of tea leaves

Steps

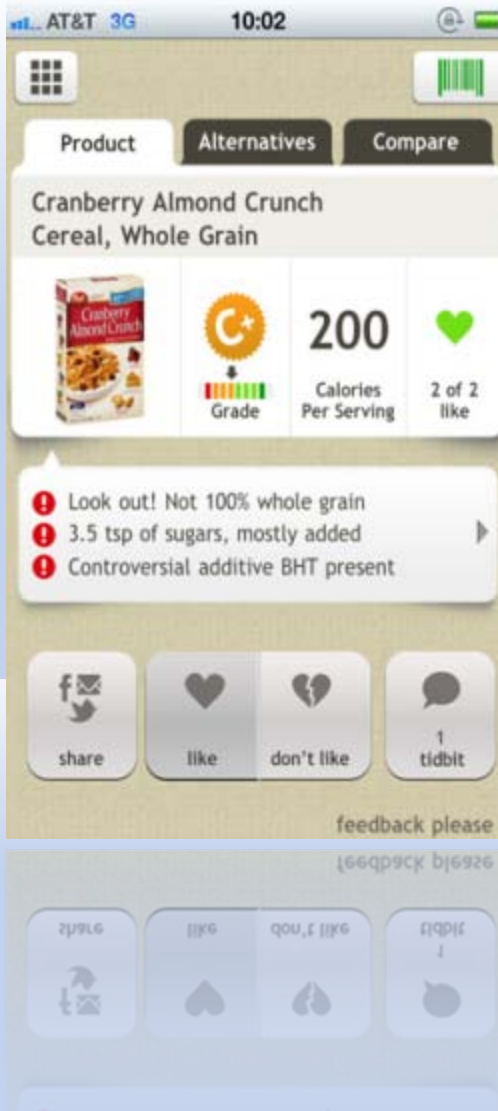
[edit]

1. Wash a clear container thoroughly with hot water and antibacterial soap. Sun tea steeps at an ideal temperature for bacterial growth, so it's important to sanitize the container before you start.
2. Fill the container with 4 cups of cold water. Use the most purified water you can get your hands on.
3. Add 5 teabags or 5 teaspoons of tea leaves and cover the container securely.
4. Place the container in direct sunlight for at least two hours. Taste the tea periodically to see if it's ready.
5. Remove the tea bags or strain out the tea leaves.
6. Pour into glasses, mix with sugar (optional) and serve iced.
7. Drink all the tea within a few hours.

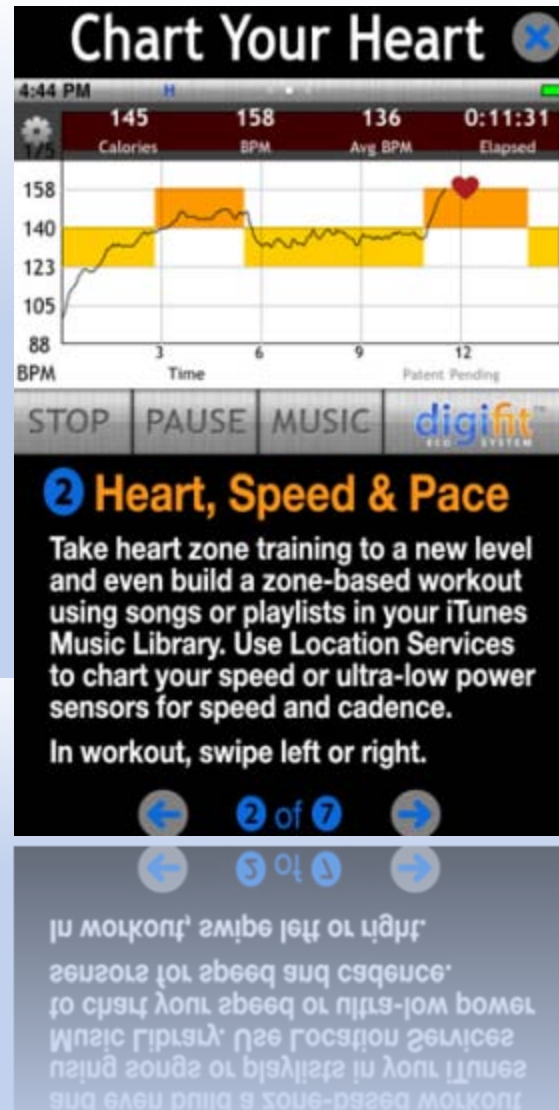
Standard Sidekick



[fooducate]



Tailored Sidekick & Planner



[digifit]

The best doggie for you would be?

These tools present factors to rate and rank.



[More Guides](#) > [Dogs](#) > Decision Guides [how is this unbiased?](#)

Dogs

[TRAITS](#) | [GLOSSARY](#) | [FEEDBACK](#)

steps: **1** Traits **2** Settings **3** Tradeoffs **4** Fine Tune **5** Profile > RESULTS

You do not have to answer every item below, only those that you care about.

How desirable are these traits to you?

		(desirable)				
	Guard/Watch Dog Rating	Don't Want	<	less	more	>
Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Average	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excellent	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		(desirable)				
	Grooming	Don't Want	<	less	more	>
Low Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Moderate Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
High Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Compared to each other, how important is each trait?

tip: click any trait for description

	no opinion	<least (important) most>				
Grooming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Guard/Watch Dog Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 steps to go [Next >>](#)

Dogs

[TRAITS](#) | [GLOSSARY](#) | [FEEDBACK](#)

Your results are below! After reviewing them, you can...

- [save your results](#) and come back later , or
- [email your results](#) to yourself or a friend .

Like this guide?
[tell your friends](#) about it!

results


[save results](#)

[email results](#)

sorted by: RANK sort direction expand list to: 5 results

rank	Dog Breed	Compare
1	Bull Terrier 	FIND THIS PET <input type="checkbox"/>
2	Cavalier King Charles 	
3	Greyhound 	

1


[Bull Terrier](#) 

Low Guard/Watch Dog Rating - Low Maintenance Grooming - Medium Size - Needs only an apartment - Dominance Level: Intermediate - Moderate Shedder - Terrier Breed - Mixed Energy Type - Slow Learning Rate - Low Obedience Level

[more traits](#)

[FIND THIS PET](#) compare


2

[Cavalier King Charles](#) 

Low Guard/Watch Dog Rating - Low Maintenance Grooming - Small Size - Needs only an apartment - Dominance Level: Submissive - Moderate Shedder - Toy Breed - Mixed Energy Type - Fast Learning Rate - Fair Obedience Level

[more traits](#)

3

[Greyhound](#) 

Low Guard/Watch Dog Rating - Low Maintenance Grooming - Large Size - Needs a large dwelling w/yard - Dominance Level: Intermediate - Moderate Shedder - Hound Breed - Mixed Energy Type - Fast Learning Rate - Low Obedience Level

[more traits](#)

From 185 breeds to just a few.

Tailored Planner

Greyhound

Traits | [Find this pet](#)

Rank: 3

Size and Weight

Dog Size	Large
Male Weight	67 lbs.
Male Height	27.5 in.
Female Weight	63 lbs.
Female Height	27.5 in.



Lifestyle Requirements

Adequate Living Space	Large Dwelling with a Yard
Shedding of Coat	Sheds A Little
Recommended Trimming	On Occasion
Grooming	Low Maintenance
Recommended Grooming	1 times per week
Hypoallergenic	No
Indoor Activity	Inactive
Daily Outdoor Exercise	45 minutes
Purebred Puppy Price	\$350.00
Monthly Food Cost	\$30 per month

Appearance

Ear Shape	Short
---------------------------	-------

Personality

Obedience Level	Low
Learning Rate	Fast
Dominance Level	Intermediate
Energy Type	Mixed
Guard/Watch Dog Rating	Low

Net. Net.

**This is a move
towards infusion
of information,
guidance and support
into the context that matters.**

Wow,
what a concept!

Wine story: from the classroom to PS

F2F



VC

A screenshot of the Wine.Know website. The top navigation bar includes "home", "about", "learn", "resources", "glossary", "blog", and "forums". The main heading is "Wine.Know Course". On the left, there is a table of contents with columns for "Slide Title", "Duration", and "Status". The "Primary Fermentation" slide is highlighted in green. The main content area shows a lesson titled "Through the Grapesvine" with a sub-heading "Primary Fermentation: Crushing". It includes a paragraph of text and a small illustration of people working in a winery. A "CONTINUE" button is at the bottom left of the lesson content.

Slide Title	Duration	Status
Module 1: Intro ...	02:14	
How to Use This ...	02:29	
Set Up Your Wine ...	06:36	
Create Your Wine ...	02:48	
Create and Re ...	04:24	
Module 2: Three ...	01:25	
Grapes	02:09	
Primary Ferment ...	02:14	
Secondary Fer ...	01:34	
Laboratory Tests	02:44	
Blending, Finin ...	02:39	
Filtration & Bot ...	02:09	
Conclusion	00:50	
Module 2 Quiz	00:39	
Module 2: Wine ...	04:03	
Sip	03:47	
Small	04:03	
Sip	04:03	
Savor	01:05	
Module 4: Wine ...	01:05	
Wine Selection	08:51	

PST



Tailored Planner



Standard sidekick



What will we do today?

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- **What is possible with mobile support?**
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WHAT IS
POSSIBLE
WHEN WE GO
MOBILE



MOBILE DEVICE AS
**PERFORMANCE
PLANNER**

For a Casual gardener



MOBILE DEVICE AS
**PERFORMANCE
PLANNER**

Prepping for a big sale



Modified look from WPTouch, a plugin for WordPress

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HOW MIGHT
YOU
USE THESE
CONCEPTS?

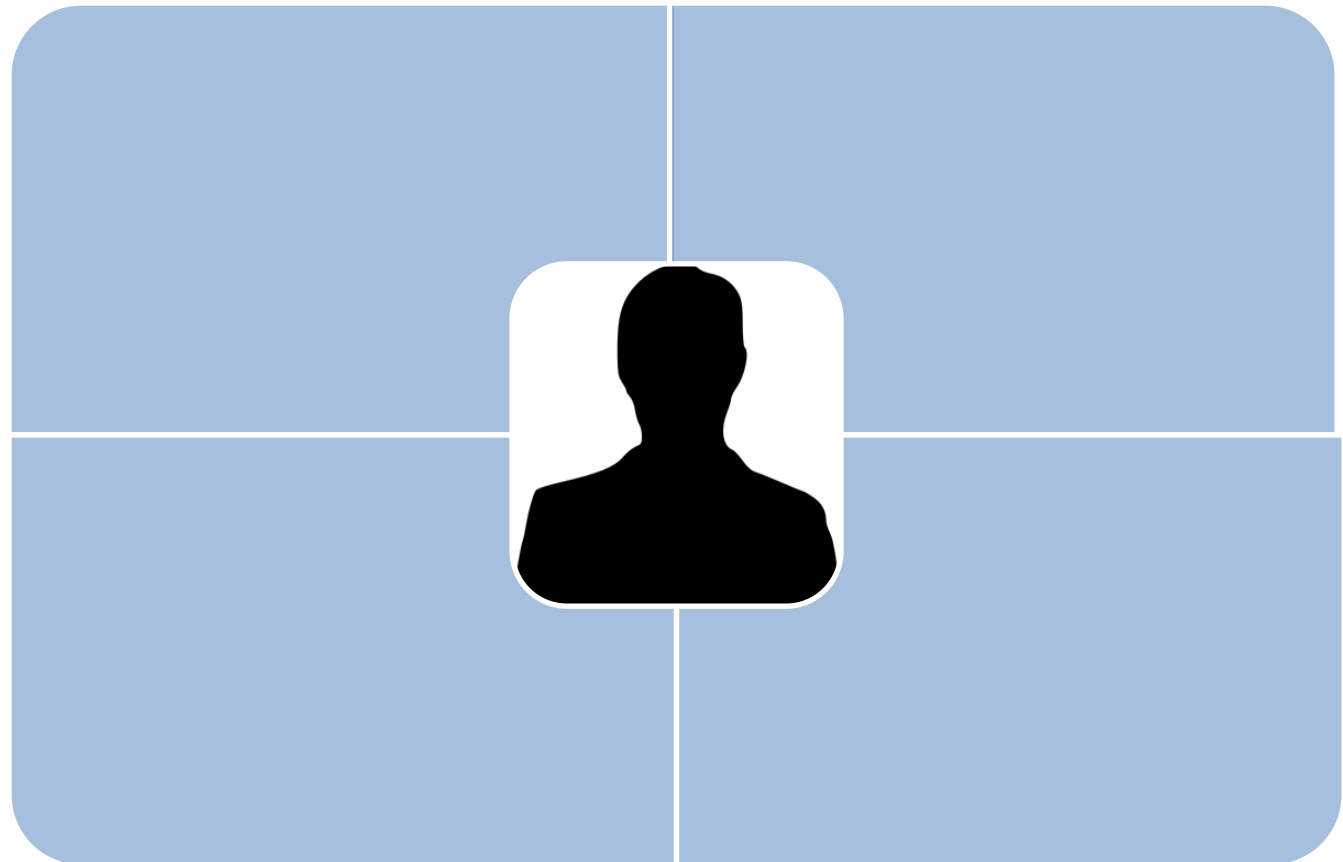
Planners & sidekicks in YOUR life

Standard

Tailored

Planner

Sidekick



About the Presenters



Dr. Allison Rossett, long time professor of Professor of Educational Technology at San Diego State University, is in the Training magazine Hall of Fame, CLO Advisory Board, and Elearning Guild's Board too. Rossett has authored six books, including a brand new edition of her classic, *First Things Fast: a handbook for performance analysis*. Allison writes about and consults on learning, technology and results.

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John J. Park is a Learning Specialist at Qualcomm's Learning Technology Center and former IT Manager at ACI Specialty Benefits Corporation. He is a recent graduate of San Diego State University's Educational Technology (EDTEC) Master's program where he was selected by the faculty as EDTEC's Outstanding Student for 2009/10.

Email: johnpark@qualcomm.com

Pfeiffer

Essential resources for training and HR professionals

JOB AIDS & PERFORMANCE SUPPORT

Moving From Knowledge in the Classroom to
KNOWLEDGE EVERYWHERE



**ALLISON ROSSETT
& LISA SCHAFFER**

<http://www.colletandschafer.com/perfsupp/index.html>

Closing materials

- MOTILL Project (Mobile Technologies in Lifelong Learning: best practices)
<http://motill.eu/>
- New technologies, new pedagogies: Mobile learning in higher education
<http://ro.uow.edu.au/newtech/>
- Encyclopedia of Educational Technology, online, sponsored by SDSU
EDTEC <http://www.etc.edu.cn/eet/eet/>
- 7 Things You Should Know About Mobile Apps for Learning
<http://www.educause.edu/Resources/7ThingsYouShouldKnowAboutMobile/204763>
- Performance support for performance support
<http://www.colletandschafer.com/perfsupp/tool.html>
- Mobile Learning: Obstacles and Solutions
<http://www.learningsolutionsmag.com/articles/473/>



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