

Tool 8-4. Performance Aid Interventions

Performance Aid Intervention	Description or Explanation	Sample Applications	Appropriate (✓)	Feasible (✓)
Job aid	<p>An information repository that helps you perform a task in expert fashion. There are many sorts of job aids from simple to complex.</p> <ul style="list-style-type: none"> • Step-by-step procedures • Worksheets • Directory displays • Decision trees and tables • Algorithm flowcharts • Checklists • Samples 	<p>Beside each of the types of job aids there are two examples.</p> <ul style="list-style-type: none"> • Cookbook recipe instructions • Visual steps to assemble a piece of equipment • Form that guides you to calculate your taxes • A template for writing a proposal • List of emergency phone numbers • Glossary of terms with definitions • Table to guide selection of the right employee benefits for you • Tree that guides you to discover the trouble in a piece of equipment • A flowchart that leads you to decide which valve to open • A flowchart to help decide whether to give a loan • Checklist to verify that an order is complete • Checklist that all safety steps have been performed • Displays of different types of layout for different types of newsletters • Manual of ways to cite references for journal articles 		
Performance support tools and systems	<p>These performance aids, especially electronic performance support systems (EPSS), are very high-end, sophisticated job aids. They are designed to act and make decisions like a high-end expert performer.</p> <p>Some include artificial intelligence programming. More prosaically, performance support systems can help ask the right questions in a call center or troubleshoot a system failure.</p> <p>The key advantages are reduced time, near expert performance almost immediately, and high payback of their costs through time savings and error reduction.</p>	<ul style="list-style-type: none"> • Conduct a medical diagnosis • Determine whether to launch a missile against an unknown aircraft • Identify the cause of system failure • Book a service call • Fill out a repair order • Run a credit check • Cross-sell products and services • Schedule meetings 		