

# Performance Support:

## Before, During, and After the Help Request

We most often associate performance support with the act of requesting help to perform a specific task. For example, we look to performance support when we need help creating a new account in our CRM system or when replacing the ink cartridge in our printer.

But organizational initiatives go through a series of phases beyond just execution (when ‘help at the moment of need’ to complete a task may be required). Performance support opportunities are actually widespread across an employee’s tenure and the organization’s initiatives – before and after the help request.

Seen in this light, our challenge is to consider how we can supply performance support throughout an initiative: How we can help the right people deliver the right support to the right people? The ‘right’ messenger could be the HR department, a subject matter expert, the L&D staff, senior leadership, or an employee’s direct supervisor. The ‘right’ performance support content could be on- or offline. And context is key; help needs to be role-specific.

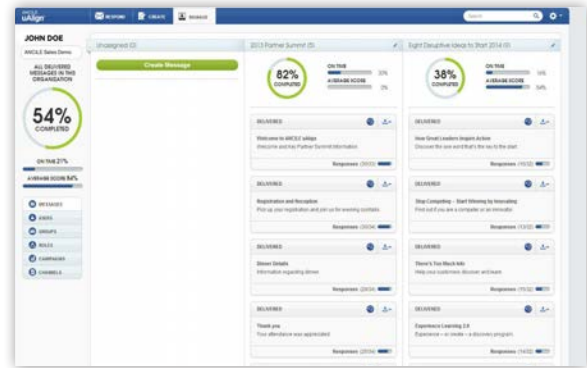
Let’s look at the desired outcomes (what employees need to do) for various phases and the support processes or tools (what organizations need to provide). There are many performance support opportunities on the way to successful initiatives.

	Outcome	Support
<b>Prepare</b> Getting ready for change, new applications, and new processes	Know the ‘what’ and the ‘why’ of the change	<ul style="list-style-type: none"> <li>All-hands meetings</li> <li>Message campaign from senior leadership</li> </ul>
	Know how my role supports organization goals	<ul style="list-style-type: none"> <li>Messages delivered by line manager and organized within a role-based channel</li> <li>Team ‘lunch-and-learns’ (face-to-face or online)</li> </ul>
	Know what I need to know to get ready	<ul style="list-style-type: none"> <li>Message campaigns with orientation tasks to complete</li> </ul>
	Confirm I’m ready	<ul style="list-style-type: none"> <li>Simulation assessments before ‘getting the keys’</li> <li>Knowledge checks and validation</li> </ul>
<b>Execute</b> Performing the tasks associated with new applications and processes	Become conversant in the ‘big picture’ of the process or application	<ul style="list-style-type: none"> <li>‘Prepare’ phase assets repurposed for overview elearning</li> <li>Short videos delivered as microlearning nuggets</li> </ul>
	Know where and how to get help	<ul style="list-style-type: none"> <li>On/offline help tools introduced during overview training</li> </ul>
	Perform daily tasks	<ul style="list-style-type: none"> <li>Help embedded within business applications or alongside the relevant hardware</li> <li>Late-breaking update messages</li> </ul>
	Know how to provide feedback and lessons learned	<ul style="list-style-type: none"> <li>Mechanisms to rate and comment on content and process</li> </ul>
<b>Adapt</b> Working toward mastery of applications and processes, and adapting to ongoing changes	Incorporate best practices and ‘tips’	<ul style="list-style-type: none"> <li>Collaboration site for knowledge sharing</li> </ul>
	Learn advanced techniques	<ul style="list-style-type: none"> <li>Subject matter expert-created ‘master’ job aids</li> </ul>
	Respond to changes to processes and applications	<ul style="list-style-type: none"> <li>Role-based channels to push change notification messages</li> <li>Knowledge check messages to confirm comprehension</li> </ul>



Ensure your employees get the right information at the right time – and confirm their understanding.

- Create messages with text, links, audio, video, images, attachments, read receipts, and knowledge checks
- Add links to ANCILE uPerform™ and ANCILE Info Pak™ content within messages
- Set message delivery and due dates, and automatically prioritize messages to employees based on due date
- Create channels to broadcast messages to specific groups or teams
- Create campaigns to automatically deliver a series of messages in a specific order, with predetermined start and due dates
- View messages – sorted by due date – within all subscribed channels
- Respond with either a simple acknowledgement and/or a response to a knowledge check
- Analyze responses for receipt, comprehension, and response time
- Generate reports by employee, message, channel, or campaign



Provide your employees with the help they need – just-enough and just-in-time – to enable performance.

- Record a process to create a single-source document and simulation
- Create eLearning courses that incorporate conceptual information, branching, audio, assessments, popups, and video
- Create and deliver online context-sensitive help and performance support websites
- Batch publish content in a variety of formats for access via computer, smartphone, or tablet
- Use templates and stencils to enhance the look and feel of documents, simulations, and courses
- Manage a central repository of knowledge, business processes, and training materials
- Subscribe to an item, page, or discussion to receive notifications about changes
- Participate in discussions and share feedback
- Create, publish, and collaborate in over 30 languages

