Friesen, Kaye and Associates

Job Aid Design

FKA

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The Experts in Knowledge Transfer
and Workplace Performance

The benefits of job aids are enormous. They reduce, or can even eliminate, the need for learning programs. They increase the transfer of skills back to the job and provide ongoing support in the job environment. In this program, work specifically on this critical design skill as you learn to design and develop seven different types of job aids for your own work environment. Take home valuable checklists for the different formats and completed examples for your ongoing reference.

Who Should Attend?

- Course designers**, course developers,** and subject matter experts responsible for developing or modifying existing custom or off-the-shelf learning programs.

- Managers and those responsible for the creation or purchase of learning materials.

Key Benefits

1. Small class sizes ensure you get lots of individual attention from your highly qualified and experienced facilitator.

2. You will learn how to create valid, reliable job aids that save learning time and money and increase the transfer of learning back to the job.

3. The program content can be customized for beginning or experienced instructional designers.

4. Use checklists and sample job aids to guide you as you select and develop job aids for your work environment.

5. Get expert feedback as you work on your own job aids.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- Transfer Strategy: one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.

- One-Year Hotline: connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

Job Aid Design

Objectives

Upon successful completion of this program, you will be able to:

- Determine when to use job aids.
- Choose population factors for analysis.
- Describe all the components of a Model of Performance.
- Gather analysis data.
- Identify the required job aid type.
- Select a job aid format.
- Select media.
- Select job aids using the following formats:
  - step
  - worksheet
  - look-up table
  - decision table
  - flow chart
  - checklist
  - combination
- Describe validation activities.
- Define four levels of evaluation.

Agenda

Day One

- Overview of FKA's Instructional Systems Design Methodology
- Systematic Learning Process
- Job Aids
- Population Analysis
- Performance Analysis
- Types of Job Aids
- Selecting the Right Type
- Developing Job Aids:

Day Two

- Review
- Developing Job Aids, continued:
- Decision Table
- Flow Chart
- Checklist
- Combination
- Validating Job Aids
- Evaluating Job Aids
- Wrap-up

Outline

Introduction

- What is a Job Aid?
- What are the Benefits of Using a Job Aid?
- Adult Learning Principles
- FKA Instructional Systems Design Methodology
- Systematic Learning Process
- Job Aid Types

Analysis

- Population Factors
- Model of Performance
- Characteristics and Priority Values
- Parameters
- Gathering Analysis Data

Design: Selecting the Best Format

- Step Format
- Worksheet
- Look-Up Tables
- Decision Tables
- Flow Chart
- Checklist
- Combination Format

Development

- General Guidelines
- Guidelines for Creating Graphics
- Job Aid Media
- Media Checklists

Validation

- Key Checkpoints
- Common Problems
- Developmental Testing
- Pilots

Evaluation

Four Levels of Evaluation

2