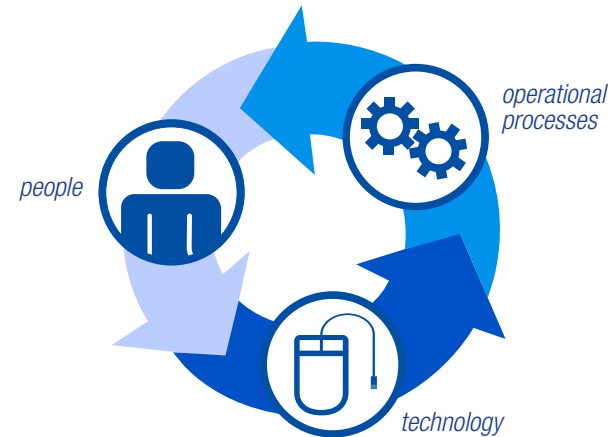


performance centric knowledge

Within every organisation large or small, there are fundamentally 3 core operational elements, People, Operational Processes and Technology. So for an organisation to operate efficiently all of these elements need to work in harmony with each other and in most cases the responsibility of this monumental task falls to the training department.



traditional training and change management

There has been an awareness for some time that the traditional methods of training such as instructor led do not provide an effective learning solution for all aspects of knowledge transfer.

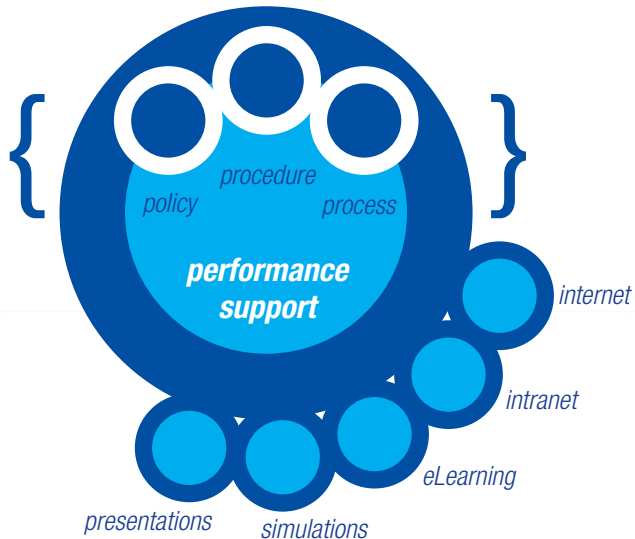
This continues to be compounded, as the business changes due to the introduction of new systems, products, legislation and ever evolving processes. The seemingly accepted method within most organisations in communicating these changes is to use emails, handouts and manuals coupled with instructor led training, even though most people you ask openly acknowledge that it is not that effective.

I now know how to do my job effectively



The delivery of role and task specific information can be extended to delivering eLearning courses, shorter one or two minute eLearning interventions that refresh soft-skill capabilities and simulations to initiate or refresh system skills. By combining performance support with existing learning methods helps to promote a learning on the job, when I need to learn it culture. This integration provides a performance centric knowledge and learning environment for employees to thrive and develop in their roles more quickly and confidently.

I now know how to support myself and learn when I need too



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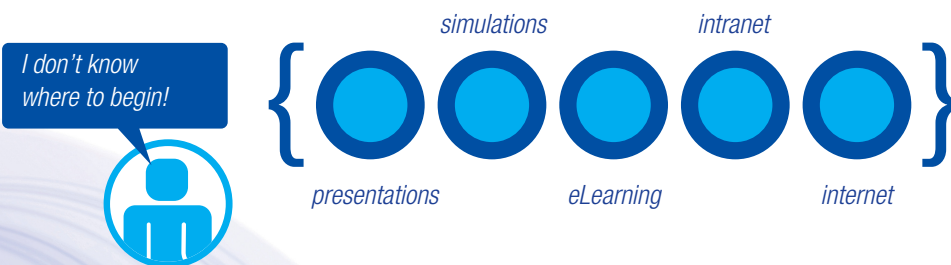
It is difficult, or in many cases impossible for the employee to retain or gain access to relevant information quickly, therefore individuals resort to using their peers, supervisor, manager or the helpdesk to help them achieve their goal. These adhoc requests for help ultimately lead to inconsistent and non-compliant processes being adopted resulting in the under-achievement of customer service levels and frustrated employees.



evolution of eLearning technologies

In many organisations tools such as eLearning, simulations and blended learning have been introduced to enhance the delivery of training and although Instructor Led Training and these technologies all have a role to play, none of them offer a complete solution to the learning challenges that face organisations today.

Even when they are combined together there still seems to be a missing link that leaves the employee spending time searching for the relevant information.



In fact, an average of 15% of an employees time at work is spent looking for information relating to them doing their job. Even more frightening is that after all that time spent looking for information they only find what they are looking for 50% of the time.

We can look at this from many angles but if we take the financial aspect and that the average knowledge worker earns £25,000 per year, this means that £1,875 of the salary paid to each worker is effectively wasted. If you then multiply this figure by the number of employees, it soon mounts up to be a significant sum of money that has a direct negative impact on the bottom line.

Alternatively, we could and probably should, consider the effect that this statistic has on productivity because it will be again significant. So where is this leading us? Well simplistically, if an effective method of providing super-fast access to the right information, at the right time and in context with the task at hand could be implemented, we could potentially improve productivity by 15% within a specific area of the business or ultimately across the entire organisation.

emergence of performance Support

The evolution of eLearning technologies now sees the emergence of Performance Support systems which fills the gap of providing key business knowledge to employees at the exact moment of need, by providing fast access to role specific information, when they need to know it.

Performance Support Systems initially appear to be similar to knowledge management systems but there are key differences. Performance support systems places a heavier emphasis on delivering and communicating relevant and actionable information, i.e. structured nuggets of information, in context to their role and the task in hand, at the exact moment of need. This allows employees to respond to the requirements of the task quickly and adhere to any regulatory or business process, first time and every time.

Performance support also provides management with the means to promote and strengthen process compliance and consistent service levels across the business, through clear, concise and structured process, procedural and policy information.

Integrating Performance Support into the instructor led training environment will enhance and reduce training time, encourage a mindset where employees support themselves more effectively when they return to the workplace and leads to employees becoming more confident and open to the intervention of learning.