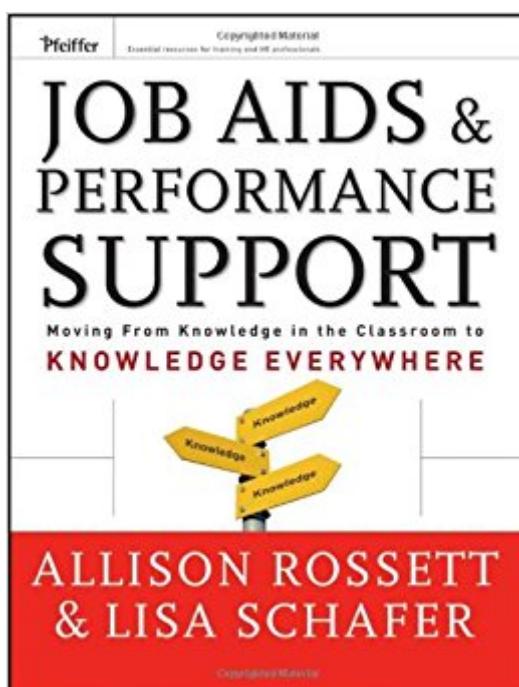


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# Job Aids And Performance Support: Moving From Knowledge In The Classroom To Knowledge Everywhere



## Synopsis

Job Aids and Performance Support in the Workplace gives us everything we've ever wanted to know about these invaluable tools and techniques! Allison Rossett and Lisa Schafer have created a comprehensive, pragmatic, and very readable guide. The authors don't exaggerate when they claim it's 'knowledge everywhere.'

## Book Information

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## Customer Reviews

"Allison Rossett shines her spotlight on performance support through job aids, low and high tech, available now and coming soon. She and co-author Lisa Schafer dazzle us with possibilities for Planners (for just before and after the performance challenge) and Sidekicks (great term! for what to do right now). Lively language, wide-ranging examples, and cautions about possible dark sides make this book an invaluable sidekick for performance-focused professionals." •Mary L. Broad, international consultant and author, Beyond Transfer of Training "This is PS, performance support that isn't always electronic or part of an elaborate system. A simple, inexpensive sticky note, map, wizard, reference card, poster or cheat sheet can be just as effective as pricier techniques. This book is chock full of fresh thinking and useful solutions." •Jay Cross, Internet Time Group, and author, Informal Learning "Job Aids and Performance Support in the Workplace gives us everything we've ever wanted to know about these invaluable tools and techniques! Allison Rossett and Lisa Schafer have created a comprehensive, pragmatic, and very readable guide. The authors don't exaggerate when they claim it's 'knowledge everywhere.' " •Pat Crull, chief

learning officer, Time-Warner "Have you thought of city-wide Internet access as a service to citizens, like water, electricity, and trash collection? Well, why not? Once again, Allison Rossett has spoken in her practical and engaging way. She and Lisa Schafer made me think in new ways and remember why I got into the performance improvement business in the first place. Like every good teacher, Rossett somehow makes you feel you 'already knew it,' and you are eager to get started anew." •Charlotte Donaldson, learning and development associate, Booz Allen Hamilton

Praise for Job Aids and Performance Support "Allison Rossett shines her spotlight on performance support through job aids, low and high tech, available now and coming soon. She and co-author Lisa Schafer dazzle us with possibilities for Planners (for just before and after the performance challenge) and Sidekicks (great term! for what to do right now). Lively language, wide-ranging examples, and cautions about possible dark sides make this book an invaluable sidekick for performance-focused professionals." •Mary L. Broad, international consultant and author, Beyond Transfer of Training "This is PS, performance support that isn't always electronic or part of an elaborate system. A simple, inexpensive sticky note, map, wizard, reference card, poster or cheat sheet can be just as effective as pricier techniques. This book is chock full of fresh thinking and useful solutions." •Jay Cross, Internet Time Group, and author, Informal Learning "Job Aids and Performance Support in the Workplace gives us everything we've ever wanted to know about these invaluable tools and techniques! Allison Rossett and Lisa Schafer have created a comprehensive, pragmatic, and very readable guide. The authors don't exaggerate when they claim it's 'knowledge everywhere.' " •Pat Crull, chief learning officer, Time-Warner "Have you thought of city-wide Internet access as a service to citizens, like water, electricity, and trash collection? Well, why not? Once again, Allison Rossett has spoken in her practical and engaging way. She and Lisa Schafer made me think in new ways and remember why I got into the performance improvement business in the first place. Like every good teacher, Rossett somehow makes you feel you 'already knew it,' and you are eager to get started anew." •Charlotte Donaldson, learning and development associate, Booz Allen Hamilton

Great book for understanding the different uses of job aids and how they relate to performance support. Easy to read with simple case examples; useful tool for your IPT toolbox. Great for performance consultants, academics, HPT practitioners, or learning professionals.

Allison Rossett tells like it is and makes you smile while you learn something that you will

remember. Very helpful resource for any self-respecting instructional designer

Purchased and read your new book. Great examples! My favorite new learning was about the sweat-band job aids used by football teams. I'm trying to figure out how to use those as a training aid for new non-English speaking house cleaners . . . Will really help me sell my ideas to Sr. ManagementNext I'll order a copy of your prior Job Aids book just to have it in my library. Thanks for gathering the examples and sharing.Laura Handrick, Director Training Development, The Maids International

Got the book---I LOVE IT! ....Better yet, I am using it! I have referred the book to several other associates at Bank of America. I find great value in the concepts of Planners and Sidekicks. I am leading a project in the deployment of a number of substantial changes to the Bank's Desk top Sales Tool platform. In discussion with the Design and Development Team, I have introduced the idea of developing planner and sidekick performance support tools as part of the Learning Solution. Allison, you continue to engage and improve my results. Thanks! Jenelle Lozano GCIB Learning & Organizational Effectiveness

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