

TAP Certificate in Designing Performance Support Resources - classroom blend

Eğitim Tipi: **Classroom**

Süre: **2 Day**

Eğitim Hakkında

This blended course will provide delegates with a framework to provide a toolkit of appropriate resources to support workplace performance from on-demand online content and how-to videos to 'in the workflow' trouble-shooting guides and templates for use at the point of need whether in conjunction with a training programme or where none is available or required.

Who is it for?

L&D professionals who want to learn about designing and developing workplace support materials

What the delegates will learn

- A model for online facilitation
- Establish the role of performance support and its use within formal and informal learning solutions
- Apply a framework for designing content aligned to specific performance requirements
- Select the appropriate performance support tools and apply best practice guideline
- Establish a robust repository of support resources

What's included in the course

Part 1: Tutor-led online session (1 hour): 'What is Performance Support?' and self-paced online activities including reading, e-learning, forum work and critiquing performance resources (approx 3 hours)

Part 2: Self-paced online activities including reading, e-learning, and project work (approx 4 hours) and tutor-led online session 'Planning for performance support' (1 hour)

Part 3: Two-day classroom workshop practical working, building on Parts 1 and 2. Planning, group discussions and producing a prototype for a work-based performance support resource

Next steps

Other TAP Certificates that might be of interest are:

- eLearning Design
- Creating Visual Impact
- Digital Writing Skills

Önkoşullar

L&D professionals who want to learn about designing and developing workplace support materials

Neler Öğreneceksiniz

Delegates will create a prototype of a performance support resource to fulfil a specific performance need.

Leading to the **TAP Certificate in Designing Performance Support Resources**

Eğitim İçeriği

1. Defining performance support

- Analysing the need, audience and specific task
- Working with the Performance Support Development Model
- Knowing what types of performance support and tools are available

- Identifying appropriate media for the environment
- Determining the support resources or suite of resources for the need

2. Designing performance support resources

- Breaking down the content into clear, easy-to-follow steps
- Writing the text
- Working with images
- Recording IT simulations
- Working with audio and video
- Applying company branding

3. Developing performance support resources

- Creating a prototype to include details of timing, text, animation etc
- Testing and reviewing the resources

4. Implementing, evaluating and maintaining support resources

- Establishing buy-in and support
- Encouraging uptake and marketing
- Measuring success
- Creating a maintenance schedule