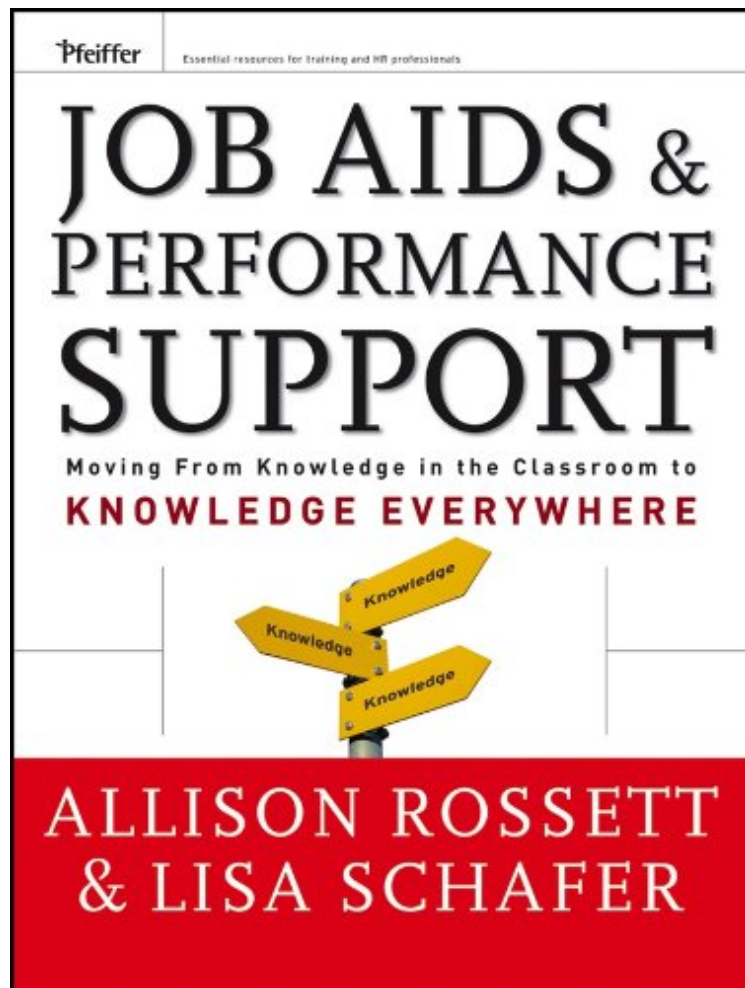


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Job Aids and Performance Support: Moving From Knowledge in the Classroom to Knowledge Everywhere

Allison Rossett, Lisa Schafer

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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' everywhere.

"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

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About the Author Allison Rossett is a professor of Educational Technology at San Diego State University and a consultant in workforce learning and performance, and technology-based systems. Rossett is the coauthor of the best-selling Handbook of Job Aids (Pfeiffer) and the author of First Things Fast and Beyond the Podium (Pfeiffer), all of which are winners of International Society for Performance Improvement's Instructional Communications awards. Lisa Schafer develops enterprise systems for Fortune 100 clients, writes courseware, delivers seminars, and administers industry benchmarking surveys. Her career blends her human resources expertise with her technical aptitude. She directs comprehensive compensation surveys in the pharmaceutical and consumer products industries and serves as a consultant in the performance analysis and improvement arena.