

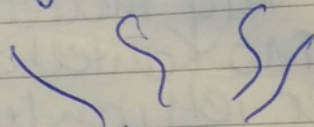
Sometimes training is not
the right choice:

Complex processes

bad management

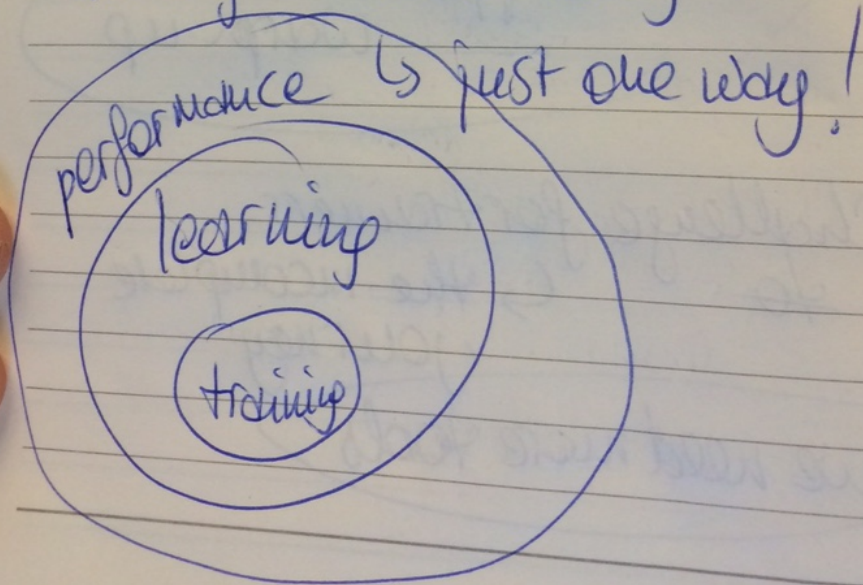
poor documenta-
tion

& tools



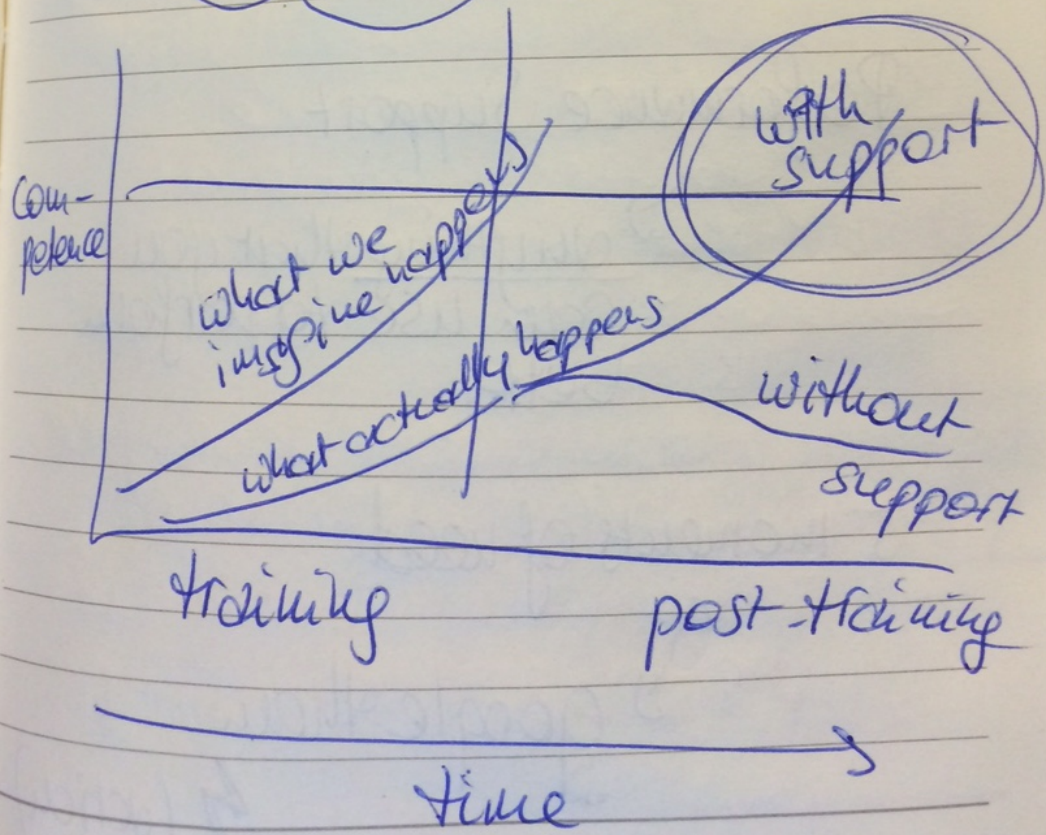
train
= the answer!

training = an activity



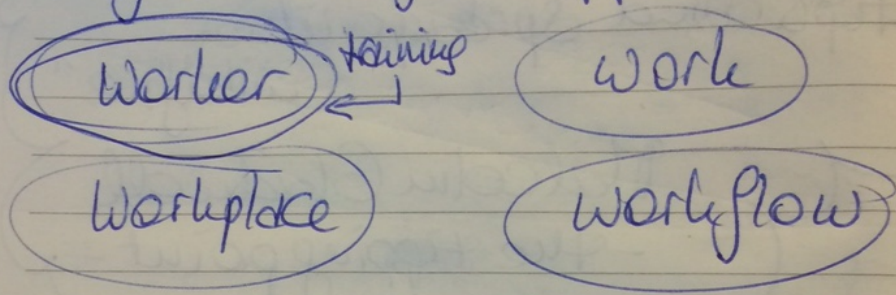
"the tipping point is that magic moment when an idea, trend or social behavior crosses a threshold, tips and spreads like wildfire"

Malcolm Gladwell
-the tipping point-



that's where we want to be

four W's for support:



Performance Support

→ anything that you can use to perform better.

5 moments of need

→ google them

⚡ (action)

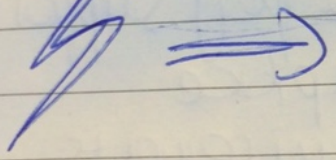
performance support

training
instruct
postpone work

perf. support
perform
do work

3. need to do/
act with
it

(action)



↓
that's where
you start.
You work
backwards.

training
learning is
structured

perf. support
learning happens
incidentally

gain skills
&
knowledge

accomplish
work task