What is a Job Aid?

A job aid is a print or electronic document containing information and guidance for supporting *the task at hand.* It is often one sheet (front or front and back) but some are longer.

Other terms: checklist, cheat sheet, planner

Common Types of Job Aids

Step Action Table	A procedure where each row contains one step of the procedure and explains the action of that step.
Decision Table	Sets of "If-then" statements to guide decisions based on specific conditions.
Lookup Table	A table of similar items, often with brief descriptions or explanations. Examples: primary vendors, company job titles, shipping rates.
Checklist	A list of items used to ensure consistency. Present in a logical order (chronological, alpha, etc.)
Flowchart	A graphical representation of a process where each step is represented by a different symbol.

Examples of Job Aids (This is a Reference List)

Dave Ferguson's Job Aids by Type	http://www.ensampler.com/list-of-job-aid-ensamples
Job Aids (with Examples)	http://jobaids.info/

ASK THESE QUESTIONS FIRST

Will *using* the job aid at the moment of need cause any problems?

> IF YES, a job aid is a bad solution. The person may need to to remember the information or a system solution may be needed.

Is speed or fluent ability to perform the task(s) critical?

> IF YES, a job isn't the solution. The person must be able to perform without support.

In some cases, a job aid **cannot work**. These are two common reasons why. Job aids may, however, be useful in these situations during training.

ASK THESE QUESTIONS NEXT

Is the information or task **complicated** and **important**?

> IF YES, a job aid is valuable and likely to be used.

Is the task performed **infrequently**?

> IF YES, a job aid can be extra helpful because the work may have been forgotten.

Do people need to assess whether they are **doing the task to standard**?

> IF YES, a job aid can provide guidance and criteria.

Are there a lot of things to **remember**?

> IF YES, a job aid can reduce the load on memory.

Is the price of **making errors** high?

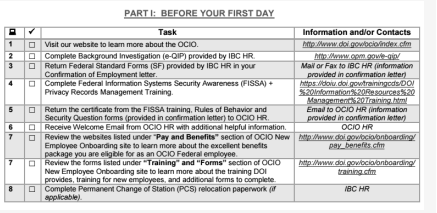
> IF YES, a job aid can provide needed guidance at the moment of need.

The more times you answer YES, the more likely a job aid will be helpful (all things being equal).

Learn to Write Job Aids

Buy Allison Rossett's book	http://www.amazon.com/Job-Aids-Performance-Support-Everywhere/dp/0787976210
Search for "_____ job aid" online and check against my questions, types, and examples	Search online
Deconstruct really good job aids and figure out what isn't good about the bad ones	See examples

Example: Onboarding Job Aid (This is a Checklist)



PART I: BEFORE YOUR FIRST DAY

	✓	Task	Information and/or Contacts
1	☐	Visit our website to learn more about the OCIO.	*http://www.doi.gov/ocio/index.cfm*
2	☐	Complete Background Investigation (e-QIP) provided by IBC HR.	*http://www.opm.gov/e-qip/*
3	☐	Return Federal Standard Forms (SF) provided by IBC HR in your Confirmation of Employment letter.	*Mail or Fax to IBC HR (information provided in confirmation letter)*
4	☐	Complete Federal Information Systems Security Awareness (FISSA) + Privacy Records Management Training.	*https://doiu.doi.gov/trainingcds/DOI%20Information%20Resources%20Management%207training.html*
5	☐	Return the certificate from the FISSA training, Rules of Behavior and Security Question forms (provided in confirmation letter) to OCIO HR.	*Email to OCIO HR (information provided in confirmation letter)*
6	☐	Receive Welcome Email from OCIO HR with additional helpful information.	*OCIO HR*
7	☐	Review the websites listed under **"Pay and Benefits"** section of OCIO New Employee Onboarding site to learn more about the excellent benefits package you are eligible for as an OCIO Federal employee.	*http://www.doi.gov/ocio/onboarding/pay_benefits.cfm*
7	☐	Review the forms listed under **"Training" and "Forms"** section of OCIO New Employee Onboarding site to learn more about the training DOI provides, training for new employees, and additional forms to complete.	*http://www.doi.gov/ocio/onboarding/training.cfm*
8	☐	Complete Permanent Change of Station (PCS) relocation paperwork *(if applicable)*.	*IBC HR*

Source: https://www.doi.gov/sites/doi.gov/files/migrated/ocio/onboarding/upload/OCIO-Employee-Checklist.pdf

Suggestions? Comments?

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Not published yet.
Last updated 12th May, 2016.

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