



Seven Characteristics of Good Performance Support

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Learning Objective: The student will be able to identify seven characteristics of good performance support.

What makes performance support worth the effort? What is likely to lead to success? These seven characteristics of good performance support will point you in the right direction:

- 1. Good performance support makes work easier.** This is a no-brainer. If using the tool or resource takes more effort, or if it is more complex, than the process or tool it replaced, you will never get to the tipping point of critical mass where you reach the number of users you need to make the innovation self-sustaining. On the other hand, if users find their jobs easier because of the tool, adoption should soar.
- 2. Good performance support makes users and organizations more productive.** Of course, “easy” does not necessarily mean “worthwhile.” Users and the organization need to see tangible business benefits in terms of efficiency, productivity, cost reduction, time saving, etc. Ease of use and productivity, **together**, are essential.
- 3. Good performance support integrates into the workflow.** The closer that performance support aligns with work, and the less time that users are away from actual work tasks, the better. The more you have to stop working and remain in a nonworking mode in order to get support, the less efficient the performance support solution is.
- 4. Good performance support is cost-effective.** This is simple math. Performance support may make jobs easier and increase productivity, but the bottom line is whether the gains exceed the investment. The real measure of success is bottom-line results.
- 5. Good performance support is easy to master.** While the use of performance support is often intuitively obvious, it may require some initial training or coaching, justified by the return generated from using the tool down the road. But if the training is too expensive, frustrating, complicated or lengthy, users may not deem it worth their time.
- 6. Good performance support is easy to scale.** Performance support’s value proposition increases as the number of users increases. Making your solution available to **all** who need it is essential. Anything getting in the way can hurt chances of adoption by the critical mass of employees needed to generate the best cost-effective results.
- 7. Good performance support is easy to update.** The knowledge explosion and constant organizational change demands tools and resources that can be updated, modified, improved and redeployed quickly and efficiently. Performance support is keenly susceptible to abandonment if users sense that it is falling behind their needs.

Rosenberg, Marc J. (2013). At the Moment of Need: The Case for Performance Support. Retrieved with permission from <http://www.marcrosenberg.com/>.

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