PERFORMANCE SUPPORT JOB AID

People · Processes · Technology · Performance

Complexity-to-Clarity Diagnostic

Use this quick guide before prescribing training. Start by identifying what is actually getting in the way.

PEOPLE

Knowledge, skill, confidence, feedback

PROCESS

Steps, handoffs, decisions, clarity

TECHNOLOGY

Tools, systems, access, searchability

PERFORMANCE

Expected behavior, context, reinforcement

Decision Path

1. **Can people explain the correct action?**
   If no: teach, model, and practice.
2. **Can people do it while working?**
   If no: add job aids, coaching, or guided practice.
3. **Is the process itself creating friction?**
   If yes: simplify steps, ownership, handoffs, or access.
4. **Will the behavior be reinforced?**
   If no: add observation, feedback, and follow-up.

Design the support

- [ ] Remove one unnecessary step.
- [ ] Create one source of truth.
- [ ] Make the right action visible at the point of need.
- [ ] Practice the decision before the stakes are high.
- [ ] Plan follow-up, coaching, and reinforcement.