Creating Job Aids

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Slide 1	United States Department of Agriculture Natural Resources Conservation Service — USDA NRCS **Developing Job Aids**	
Slide 2	United States Department of Agriculture Natural Resources Conservation Service — USDA NRCS **Job aids are:** • Checklists • Instructions • Diagrams • Manuals • Decision tables • Decision trees • Flow charts • Other	Defined: it's an aid that a worker can use on the job to help do the job. Job aids can be used when: • A simple job is performed infrequently. • A job has a series of detailed steps that must be performed. • A person has had training but the job is somewhat complex, requiring help to remember what to do.
Slide 3	United States Department of Agriculture Natural Resources Conservation Service — USDA NRCS **Job aids are:** • Procedural • Informing • Coaching	A review of literature found categorization of job aids into three kinds.
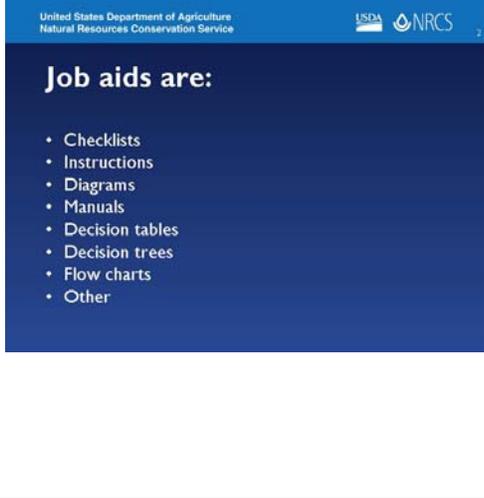
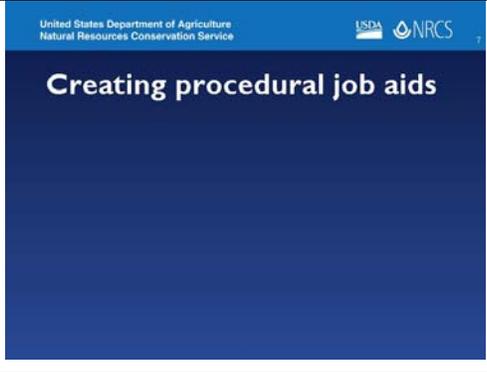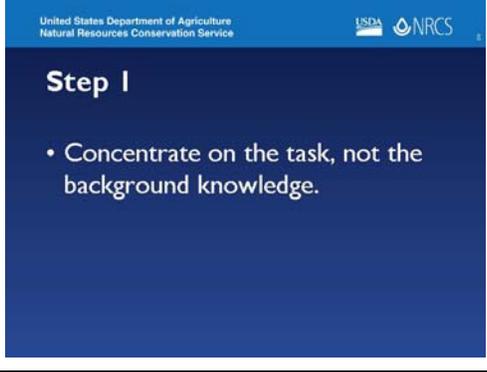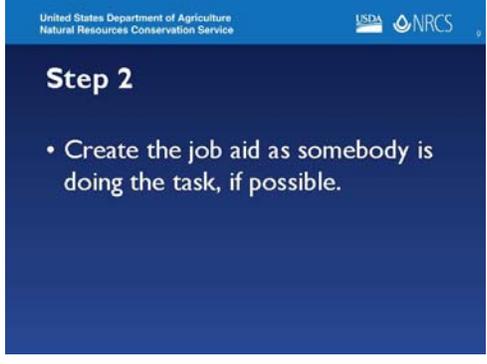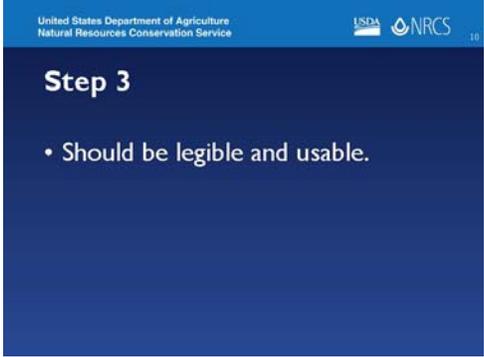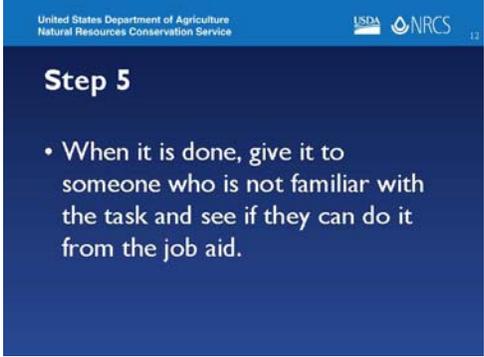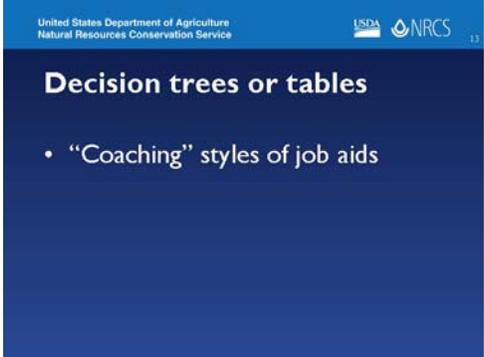|		

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	Job aids are:
	
	• Procedural
	• Informing
	• Coaching
		Procedural job aids tell and show actions, order and results.
		
		Effective procedural job aids :
		    • Answer the question how and when;
		    • Emphasize actions by highlighting verbs;
		    • Present actions as steps, in order.
		
		Typical informing job aids:
		    • Diagram showing how to change a tire, step by step
		    • NASIS or ArcGIS "Cook Books", step by step procedures
		    • Checklist for progressive correlation
		    • Algorithms (yeh, really)

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	Job aids are:
	
	• Procedural
	• Informing
	• Coaching
		Job aids for informing are used as references in our daily lives.
		
		Effective informational job aids:
		    • Make data useful;
		    • Answer questions about how, what, which, or where;
		    • Are organized by the user's frame of reference, not by the order in which actions must take place.
		
		Typical informing job aids:
		    • Phone book
		    • NSSH
		    • SSM
		    • Technical Notes
		    • Geomorphic Description System

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	Job aids are:
	
	• Procedural
	• Informing
	• Coaching
		Job aids for coaching provide expert viewpoints and key information to allow individuals to perform better.
		
		Job aids to support decision making and coaching :
		      • Include perspectives,
		      • Contain information about how to think about a topic,
		      • Prompts the user about thoughts or ideas,
		      • Help individuals form mental models.
		
		Typical coaching job aids:
		      • Travel guides
		      • Training the Trainer text books
		      • Conversations with Guy Smith
		      • Decision tree for paralithic/nonparalithic materials

Slide 7	United States Department of Agriculture Natural Resources Conservation Service USDA ◊NRCS 7 **Creating procedural job aids**	The following steps apply mainly to procedural job aids.
Slide 8	United States Department of Agriculture Natural Resources Conservation Service USDA ◊NRCS 8 **Step 1** • Concentrate on the task, not the background knowledge.	If the background information is important, handle it through other means of training. The job aid should only contain the ***what*** of the job.
Slide 9	United States Department of Agriculture Natural Resources Conservation Service USDA ◊NRCS 9 **Step 2** • Create the job aid as somebody is doing the task, if possible.	An individual can create it on the fly or have somebody else capture and create it as the job is being done.

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	Step 3
	
	• Should be legible and usable.
		It doesn't need to be professional. Unless, it will be passed on for others to use with other employees. Then, somebody can take the responsibility to make it more professional if it is called for.
		
		Use action verbs.
		
		Highlight important information.
		
		If using a table, use extra columns for:
		   • Sub-steps
		   • Examples
		   • Additional notes

Slide 11	United States Department of Agriculture Natural Resources Conservation Service　　USDA ⬧NRCS　11 **Step 4** • If pictures or diagrams are needed, draw them.	Pictures may make it easier to understand a step or steps or the whole task. But, don't put in any more detail than is necessary. Use additional pictures or diagrams to keep each subtask shown as simple as possible. Using callout boxes may be useful.
Slide 12	United States Department of Agriculture Natural Resources Conservation Service　　USDA ⬧NRCS　12 **Step 5** • When it is done, give it to someone who is not familiar with the task and see if they can do it from the job aid.	Revise it if the worker is not able to perform successfully from the job aid. Keep doing this until it is ready.
Slide 13	United States Department of Agriculture Natural Resources Conservation Service　　USDA ⬧NRCS　13 **Decision trees or tables** • "Coaching" styles of job aids	Use *if* and *then*. Two or more *ifs* can lead to one *then*. An *if* should never lead directly to 2 or more *thens*.

Slide 14	United States Department of Agriculture Natural Resources Conservation Service USDA ◊NRCS 14 **Job Aid Examples** • Use "Google".	Search using 'job aids' to find sites with more information and examples. http://www.google.com/
Slide 15	United States Department of Agriculture Natural Resources Conservation Service USDA ◊NRCS 15 **When it is done** • Use it • Share it	Don't think that you are the only people doing a task. It's a good bet that somebody else would benefit from the same job aid. Share it through the National Soil Survey Center Job Aid site on the soils website. Contact the Training Coordinator, NSSC.