HC3 Panel on Blended Learning

Needs Analysis

Sharon Marie May, June 17, 2014
Points of Discussion

• My lens - HPT
• Needs within complex systems
• Literature Review Recommendations
• The four questions
• Resources
My lens

Human Performance Technology

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The science and art of improving people, process, performance, organizations, and ultimately, society.
Where is the *real* need?

Drivers of Performance Gaps:

- Don’t know how
- Can’t
- Don’t want to
B. TASK SUPPORT
- Can performers easily recognize the input requiring action?
- Can the task be done without interference from other tasks?
- Are job procedures and workflow logical?
- Are adequate resources available for performance (time, tools, staff, information)?

A. PERFORMANCE SPECIFICATIONS
- Do performance standards exist?
- Do performers know the desired output and performance standards?
- Do performers consider the standards attainable?

C. CONSEQUENCES
- Are consequences aligned to support desired performance?
- Are consequences meaningful from performer's viewpoint?
- Are consequences timely?

F. INDIVIDUAL CAPACITY
- Are performers physically, mentally, and emotionally able to perform?

E. KNOWLEDGE/SKILL
- Do performers have the necessary skill and knowledge to perform?
- Do performers know why desired performance is important?

D. FEEDBACK
- Do performers receive information about their performance?
- Is the information they receive:
  - Timely?
  - Relevant?
  - Accurate?
  - Constructive?
  - Easy to understand?
  - Specific?
Learning versus Performance Support Tools

Performance Support Tools are ideal for:
• Complex, but infrequently performed tasks
• Just enough detail to perform the task

Learning approaches are best applied when:
• Understanding of abstract concepts is essential
• Affective domain is involved
Is Blended Learning the Answer?

- What are all of the factors influencing performance?
- Are lack of skills or knowledge a cause of, or a contributing factor to the performance problem?
- Is it possible to guide performance with a performance support tool instead of learning?
- Do materials exist that can be leveraged, and if so are they appropriate in current form/state or is modification needed?
Q1: Literature Review
Conclusions

Overall sound and useful

Blended Learning is a delivery vehicle, not an approach to content development
### Q2: Constraints & Enablers

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<th>University</th>
<th>SBCC in NGOs</th>
<th>Min of Health</th>
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<td>Immediate application</td>
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<td>Audience isolation</td>
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<td>Systemic perspective</td>
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Q3: Additional Questions

• What factors are affecting performance beyond *performer* capability? How can these be addressed?

• What aspects of performance can be supported with non-learning interventions?
Q4: Sustaining Motivation

- Acknowledge the professional – help them solve their own performance problems
- Reasonable, demonstrated performance measures and health outcomes measures
- Movement toward addressing higher ordered issues
- Peer engagement and recognition
- Mid- to longer-term professional pathways
Suggested Resources


