

Components

Job Aids are a quick reference tool for use during daily operations. They provide a storage place other than memory for information that is used in performing a task. A job aid provides the performer with visual signals that offer directions for carrying out steps of a task.

These 1-5 page laminated documents can be created to cover specific tasks or individual machines. Job Aids provide:

- an overview of the purpose of the machine or task.
- a description of the components.
- step-by-step listing of procedures.
- pictures and screen shots.
- additional notes about important tasks or information.

This is important because:

- While the material included in the Job Aid is usually available elsewhere, the Job Aid is a tool that can be used quickly during operations to ensure that tasks are performed correctly.
- Job aids are designed by instructional designers and technical writers with adult learning methodology backgrounds.
- Each job aid is created to provide a solution.

Discovery

- What type of on-the-job assistance is provided now?
- How do employees verify tasks or procedures?
- What happens if a task or procedure is performed incorrectly or not at all?
- Where are procedure references stored? How accessible are they to all employees on a typical work shift?
- How are procedure references created and organized?
- Who is responsible for creating procedure references?
- Who is responsible for verifying the accuracy of those references?

Complementary Services Offered

Course Development Services

Assessment and Needs Analysis



Tasks

- Determine job aid objectives based on business goals. (E²M/Polytron & Client)
- Coordinate with vendor and client to obtain equipment, process, or system documentation. (E²M/Polytron)
- Research and generate content. (E²M/Polytron)
- Develop screen shots and appropriate images for reference. (E²M/Polytron)
- Review and finalize documents. (E²M/Polytron)

Benefits

- Employees are able to perform tasks more accurately and acquire new skills more quickly.
- Job aids reduce the need to recall information, thus minimizing error.
- Job aids are up to three times less time and cost-intensive as formal training.
- If the training in question is highly likely to undergo a change, it is easier to revise a job aid than to develop a new training course.

Common Questions

Why do we need job aids if we have training and vendor materials?

Different goals for learning require different types of materials to support that learning. Job aids have a very unique purpose – to serve as a reference tool that can be immediately available to your employees for quick questions. It is true that training manuals and vendor guides could answer the same questions, but if productivity is your goal, then the quickest possible answer is the best one.

Why can't we just use our own procedure references?

You can, but if productivity is the goal, it is important that questions can be answered quickly and on the spot. Procedure references often require employees to dig through a significant amount of material to get to the information they are seeking. Job aids put that information at their fingertips.

What's so special about your job aids compared to ones we could create?

We understand that it is difficult to find the time to organize task and machine procedure references, and that you probably have more pressing issues to address. Our services can help you make sure employees know the right way to perform tasks, without large time commitments on your part. Plus our training experts make sure that the job aid is structured in the best possible way for learning. This means that it will contain elements of purpose, content, and procedure, and we give you that in every job aid.

Why are there different types of job aids?

There are a variety of job aids because not every task or procedure can be written the same. Some job aids detail a step-by-step procedure, whereas others list how to troubleshoot a piece of equipment. Job Aids fall into many different types, based on the end result desired.