

Job Aids and Electronic Performance Support

Paul H. Elliott, Ph.D., President, Exemplary Performance

Tuesday, December 8th, 2009 – 5:30 to 8:00 p.m.

The Nature Conservancy - [Directions](#)

4245 North Fairfax Drive, Arlington, VA 20165

Across from the Ballston Metro Stop on the Orange Line

**Reserve your seat by clicking on “Register for the December Program”
on www.ispi-dc.org**

ISPI Members/Students: \$25 Non-Members: \$35 Volunteers \$15

Pay Online or Cash/Check at the Door – Dinner Included

Call [202-281-8898](tel:202-281-8898) or [703-841-5305](tel:703-841-5305) for Late Entry

Just-in-time knowledge—what you need when you need to use it—has never been more important. With training cuts and the people who know how to do things tied up or gone, how do we give folks what they need to do their work?

Nobody has better command of how to give people just-in-time knowledge than Paul Elliott. In this hands-on session with a master, you will:

- Define job aids and electronic performance support
- Review recent cases demonstrating the impact of these tools
- Get a job aid to logically and consistently decide that job aids should be selected
- Practice producing simple job aids from complex materials

Paul Elliott is the President and Founder of Exemplary Performance, LLC. “EP” is an award-winning consulting firm of collaborating experts based in Annapolis, MD. (These are the folks that Microsoft turns to for performance improvement counsel.) Dr. Elliott’s expertise is in the analysis of human performance, the design of interventions that optimize human performance in support of business goals, and strategies for transitioning from tactical to strategic approaches. EP assists organizations in performance analysis, instructional design, product and process launch support, design of advanced training systems, and the design and implementation of integrated performance interventions. Throughout the course of his famed career, Paul has worked with organizations such as P&G, Microsoft, FedEx, BellSouth, Ford Motor, Boeing, BP Exploration & Production, Agilent, Valero, and other Fortune 500 organizations.

Dr. Elliott’s intellectual prowess and kindness are legendary and he doesn’t generally speak in public. You want to know him and what he and EP do. For instance, in 2008, guess who acquired the intellectual property of Partners in Change, Jim and Dana Robinson’s 27 year old firm? This IP is inclusive of the Robinsons’ consulting services and all of their marvelous HR, Learning and OD workshops. And when Joe Harless, one of the founding fathers of Performance Improvement, retired, to whom did he carefully convey his IP?