

## Your *Job Aids* Job Aid

**Job Aid-** A job aid is any kind of reference tool or document – often simply a one-page guide to a process or task – that somebody can reference for help when they need it! A job aid is used to support your performance of something you need to do.

*Benefits:* save money and time, help people do their jobs better, help people feel more confident about new and challenging tasks, ensure more consistency, make creator more clear about the requirements of a task, support decision making, increase the relevance of training.

Use job aids when:	Use training when:
There is enough time to access information	Time is critical.
Job requires large amounts of information.	Person is expected to perform without help.
Task is rare or done at irregular times.	Task must be mastered to do other jobs.
There are multiple steps or procedures.	Steps to be performed quickly or smoothly.
Safety is critical, no room for mistakes.	Situations are unpredictable.
Task is simple and many users involved.	User lacks the skills to use a job aid.
Users are unavailable or lack time for training.	Task is subjective, so you are unable to develop a useful job aid.
There are insufficient resources for training	Credibility would be damaged by job aid

(Sources: Gordon, 1994; Rossett and Gautier-Downes, 1991)

### 3 Categories of Job Aids

For Informing	For Procedures	For Decision Making
<ul style="list-style-type: none"> <li>• Answer the questions “who,” “what,” “where,” “when,” or “which”</li> <li>• Make data useful</li> <li>• Make answers accessible</li> <li>• Most useful when organized from user’s perspective</li> <li>• Should emphasize relationships and connections</li> </ul>	<ul style="list-style-type: none"> <li>• Answer the questions “how” and “when”</li> <li>• Tell and show actions, order and results</li> <li>• Emphasize action steps in order</li> <li>• Often show actions paired with their results</li> <li>• Help the user evaluate their own work and others</li> </ul>	<ul style="list-style-type: none"> <li>• Answer the questions “why” and “how do I think about it”</li> <li>• Make suggestions about approaches</li> <li>• Emphasize thoughts and feelings about what is being decided upon</li> <li>• Address ambiguities</li> <li>• Articulate standards for quality</li> </ul>

