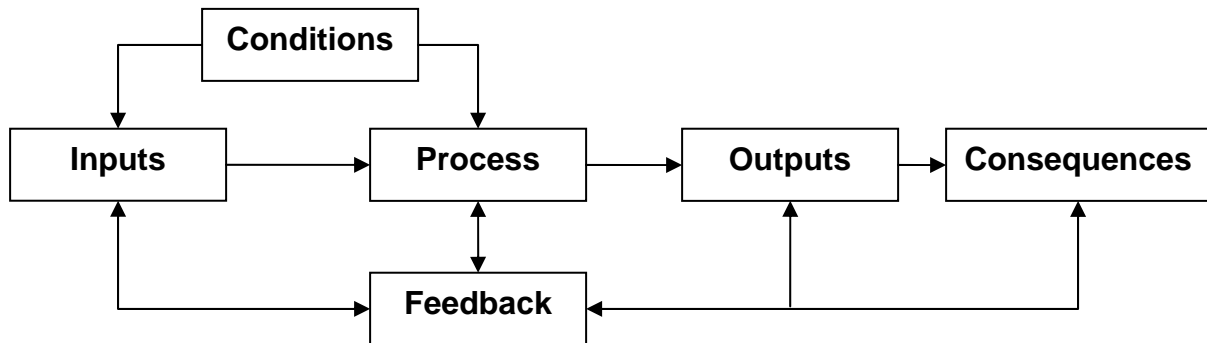


Job Aid Template

Introduction

This template provides a framework for subject matter experts to write down how they complete task-level processes. This template is based on the six elements of a performance defined by the Language of Work (6:4:4) model, as defined by Danny Langdon (*Handbook of Performance Technology*, pages 264-267). These three elements define the work completely, showing interrelationships and results, as demonstrated by this flowchart (*Handbook of Performance Technology*, pages 267).



Creating a Job Aid

To all SMEs: Please brainstorm the process you've been assigned. Don't worry about wording everything correctly, or even using correct grammar or full sentences. The goal is to collect ideas and what you do as a starting point. We will then talk through this.

Question or Topic	Answers
What triggers this process? (eg. specific request, calendar)	<ul style="list-style-type: none"> ▪ <insert Trigger #1> ▪ <insert Trigger #2>
What prerequisites do you need to get started? (eg. equipment, information, forms, system access)	<ul style="list-style-type: none"> ▪ <insert Prereq #1> ▪ <insert Prereq #2>
What steps do you complete every time?	<ol style="list-style-type: none"> 1. <insert step 1> 2. <insert step 2>
What steps do you perform only under certain circumstances? (eg. due to policy or different types of requests/products)	If ..<insert condition> <ol style="list-style-type: none"> 1. <insert step 1> 2. <insert step 2> If ..<insert condition> <ol style="list-style-type: none"> 1. <insert step 1> 2. <insert step 2>
What rules or policies must you follow? (eg. system rules, policies for submission)	<ul style="list-style-type: none"> ▪ follow rule #1 if ...<insert condition and info on rule/policy> ▪ follow policy #1 if ...< insert condition and info on rule/policy>
What is the end result (output)? (eg. completed form/document, etc)	<ul style="list-style-type: none"> ▪ end result #1 if...< insert end result and conditions> ▪ end result #2 if...< insert end result and conditions>
What feedback or response do you need to finish? (eg. email back from IT)	<ul style="list-style-type: none"> ▪ you're finished when ...<insert description of feedback you receive if finished>