

## Using Job Aids to Reinforce Classroom Learning ©copyright by Robert (Bob) W. Lucas

Excerpt from *The Creative Training Idea Book: Inspired Tips and Techniques for Effective and Engaging Learning*, Robert W. Lucas, AMACOM, New York, N.Y. 2003

There are many ways to aid learners during and following a training session. One economical means is to develop a job aid that can be used during training and as a reference by participants later. These reinforcements to learning come in many forms and can range from a single-sided page or poster to a guide kept on a bookshelf or in a desk. They offer step-by-step checklists for the procedures of a given process or task.

Some common examples of job aids include the following:

*Posters* that display information, models, or diagrams of processes. These can be displayed in training rooms and the workplace for easy access.

*Pocket Guides* are small reminders of key steps, models, procedures, or important information.

*On-line Computer Help Screens* allow users to access information by topic to assist in using software features or to refresh memory of information received in training sessions.

*Reference Guides* might have a few or a few hundred pages. They are handy quick-reference guides providing important information that someone needs to perform a task or assignment.

*Flow Charts* consist of a series of intervals plotted on lines or show a series of parallel lines that illustrate progress, a schedule of events, time lines, a chronological sequence of events, or other paths from start to finish.

*Computation Guide* such as a multiplication table for use by anyone learning multiplication.

*Sales Tax Guide* that are used by many merchants in determining how much sales tax to charge for a sale.

Here are some useful resources for ideas and suggestions related to job aids:

*Job Aid Basics*, Joe Willmore, ASTD Press, 2010.

*The Checklist Manifesto*, Atul Gawande. Metropolitan, 2009.

*A Handbook of Job Aids*, Allison Rossett and Jeannette Gautier-Downes. Pfeiffer, 1991.

*Using Job Aids*, Susan Boyd, ASTD Press.

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**Bob Lucas** B.S., M.A., M.A, CPLP is an internationally-known author and learning and performance professional. He has written and contributed to thirty-one books and compilations. He regularly conducts creative training, train-the-trainer, customer service, interpersonal communication and management and supervisory skills workshops. Bob can be reached at [blucas@robertwlucas.com](mailto:blucas@robertwlucas.com) or through his website [www.robertwlucas.com](http://www.robertwlucas.com). Follow his blog at [www.robertwlucas.com/wordpress](http://www.robertwlucas.com/wordpress) and like him at [www.facebook.com/robertwlucasenterprises](http://www.facebook.com/robertwlucasenterprises)