



## TenStep Supplemental Paper

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### Knowledge Dissemination

Web technology based training provides instant distribution of information and knowledge that is not generally possible with media such as CD-ROMs. This technology lets employees learn through informal interactions with instructors.

Researchers found that the most effective learning happens when training is embedded in work processes. At the core of the Electronic Performance Support System (EPSS) are tools that employees need to do their jobs such as:

- A suite of accounting applications
- Courseware modules that let employees get on-the-spot training for any job-related tasks
- Tools that let employees look up obscure rules and procedures

EPSS are less likely to run as standalone PC applications and more likely to run as collaborative intranet applications. One example is the Scientific Performance Improvement Network (SPIN). Spin's courses are designed not only to impart existing knowledge, but also to create new knowledge through interaction.

Some organizations are testing an EPSS application that can impart information through formal courses as well as capture new knowledge discovered while employees work. They are developing their applications to run on the Mentis, a notebook sized wearable PC. Technicians wear the Mentis on their belts and control the voice-driven system by speaking into microphones. The user interface for the EPSS application can be intentionally designed without long menus. Instead, the system simply presents the appropriate materials based on the user's expertise and the difficulty of the problem.

Expert users get fast access to technical details, while new employees get 'on demand' training for specific tasks. This way, the company's EPSS application has the potential to change not only the way technicians learn, but also the way they work. The technicians will be able to work on a wider variety of vehicles because the support they need is built into the training equipment. This EPSS application would help the company get smarter workers with more transferable work skills throughout the work force.

More and more companies are also looking at ways in which employees can trade knowledge without having to go anywhere.