



Spring Gala: A Season of Fresh Ideas for Training and Performance Professionals

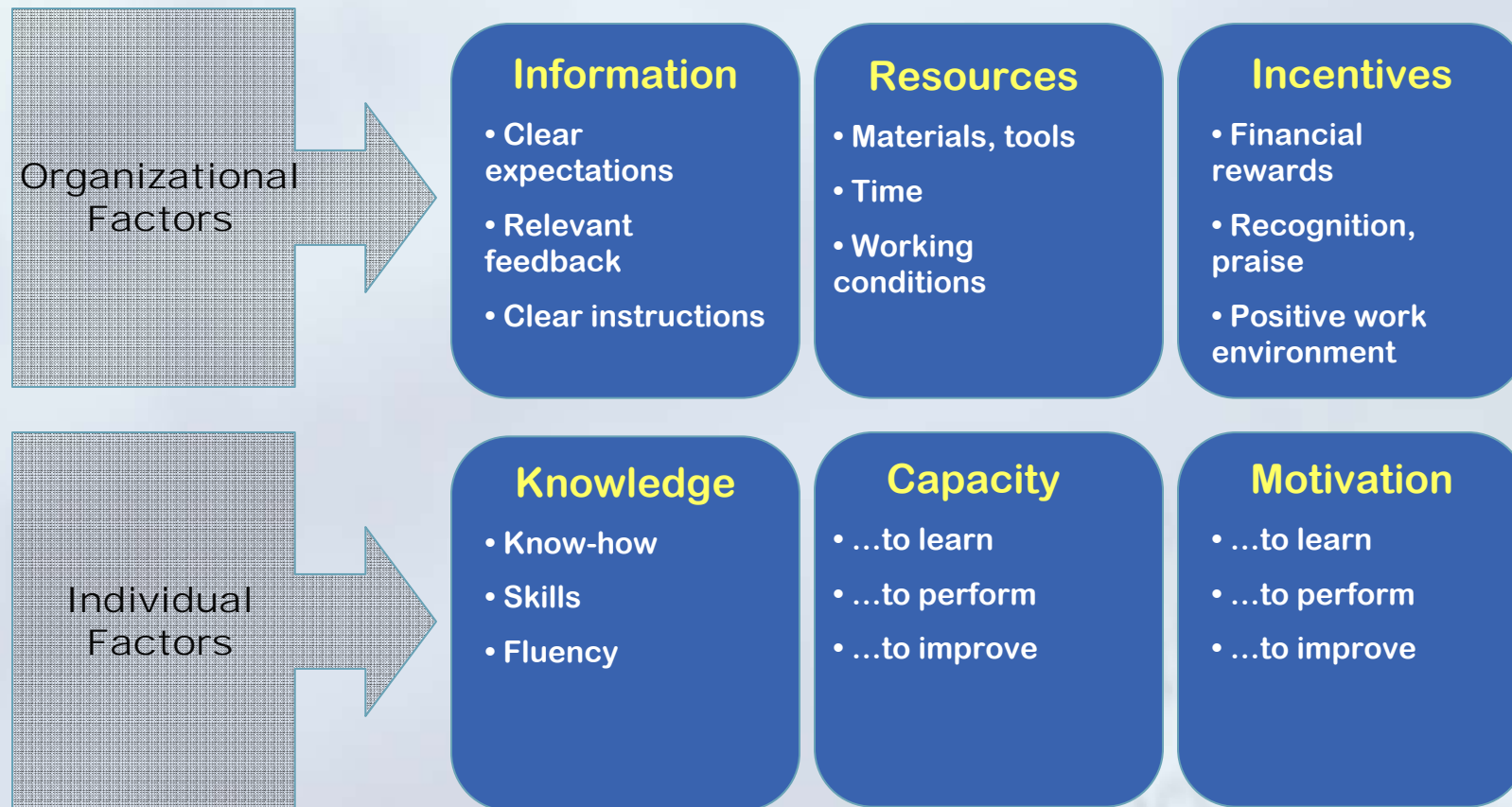
A Performance-Based Approach to Blended Learning



Gus Prestera, PhD, CPT

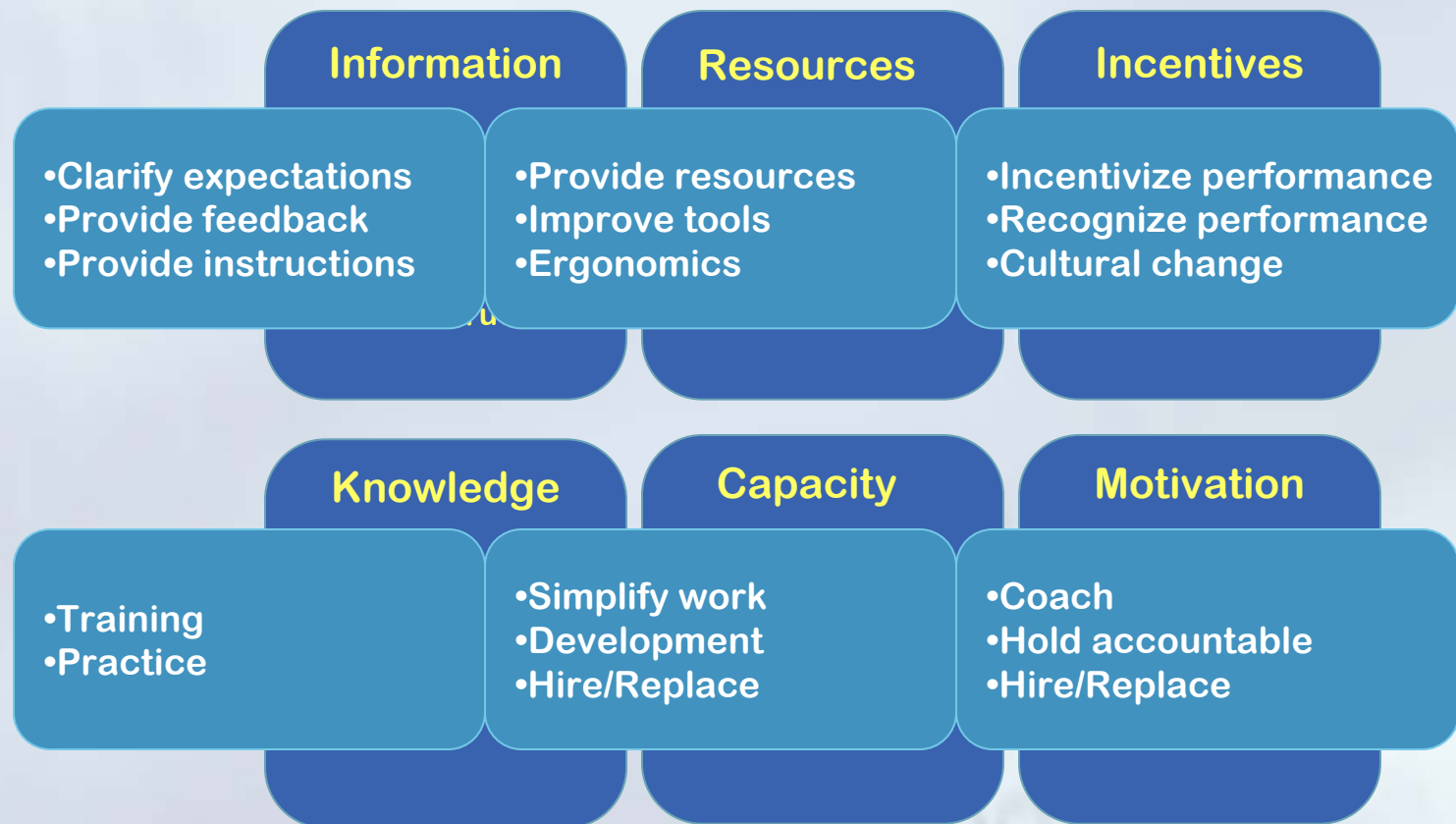
Adjunct Professor, Penn State University
President, effectPerformance, Inc.

Performance Engineering Model

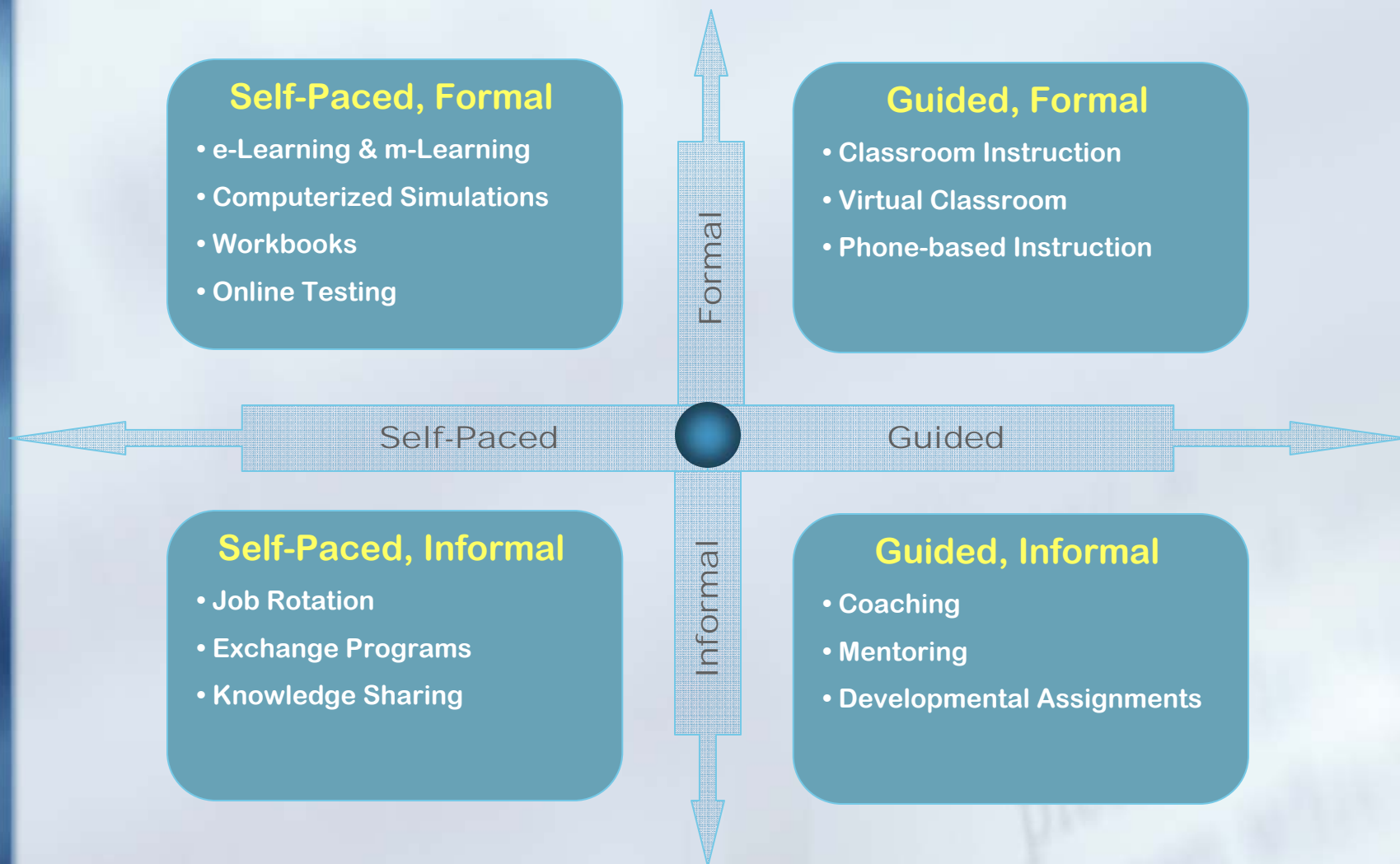


Gilbert, 1970

Performance Technologies



Learning Technologies

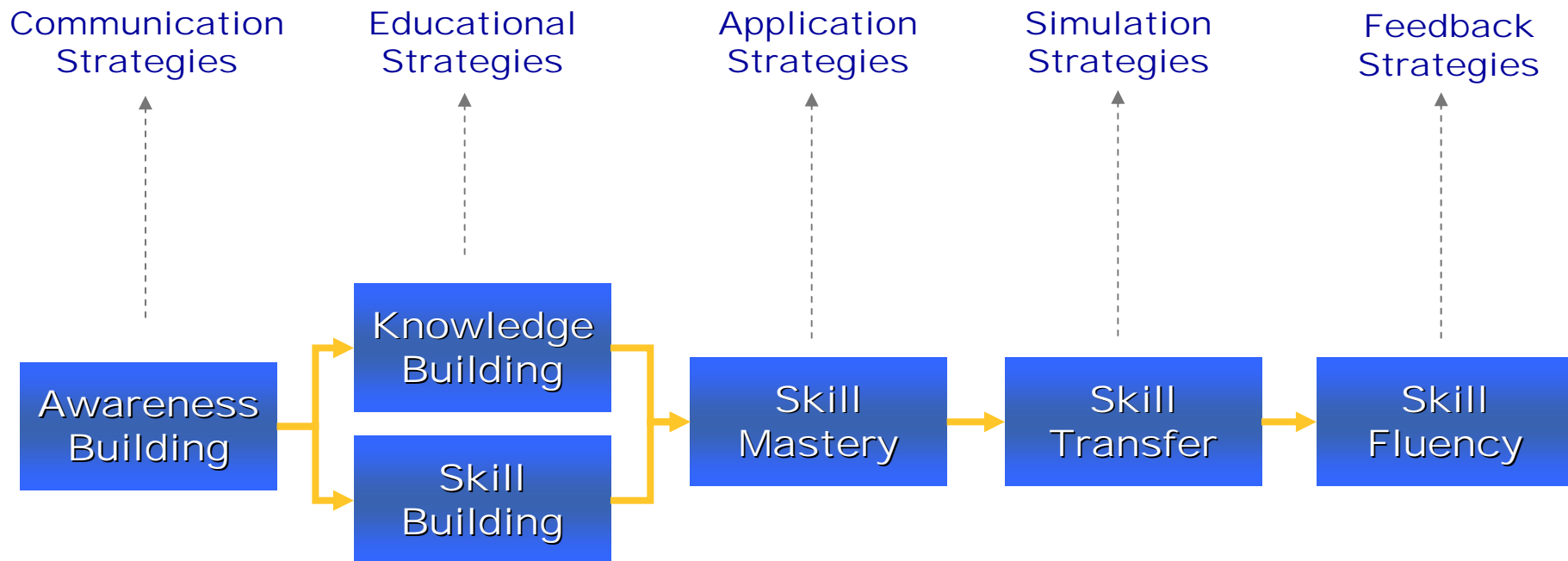


Approaches to Blended Learning

Marker & Pretera, 2006

Approach	Description	Best Suited For...
1. Stitching	Combining different media and delivery technologies based on cost/benefit profile	Leveraging existing resources and minimizing costs
2. Styles	Matching the media and delivery technology with audience learning styles	Increasing participation in training and raising learner satisfaction
3. Bookend	Sequencing instruction such that e-learning comes before and after instructor-led training or such that instructor-led training comes before and after e-learning	Optimizing the time and investment involved with instructor-led training
4. Integrated	Develop a cohesive strategy for addressing a learning need that integrates multiple learning activities and involves both formal and informal learning	Developing mission-critical skills
5. Performance	Develop a cohesive strategy for addressing a performance need, leveraging not only formal and informal learning but also non-training performance improvement interventions	Addressing performance gaps

Learning as a Process



Pretera & Marker, 2006

Awareness Building

- Orientation Guide
- Curriculum Guide
- Compensation Guide
- Expectation Setting with Branch Managers
- Checkpoint Call (with Training Manager)
- Week-by-Week Roadmap

Communication Strategies:

Educational Strategies:

Application Strategies:

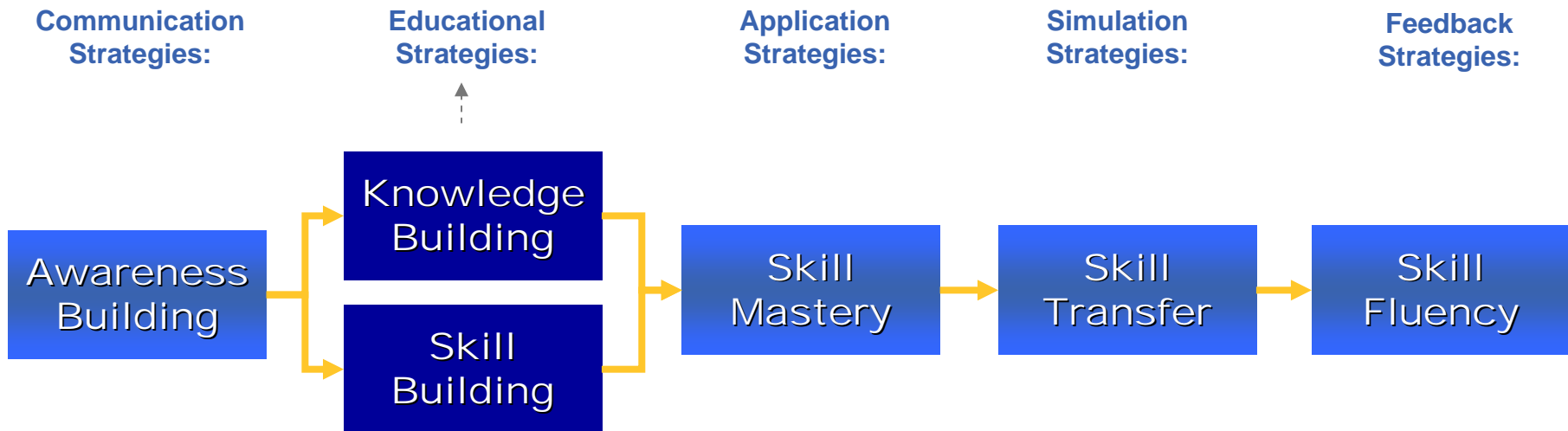
Simulation Strategies:

Feedback Strategies:



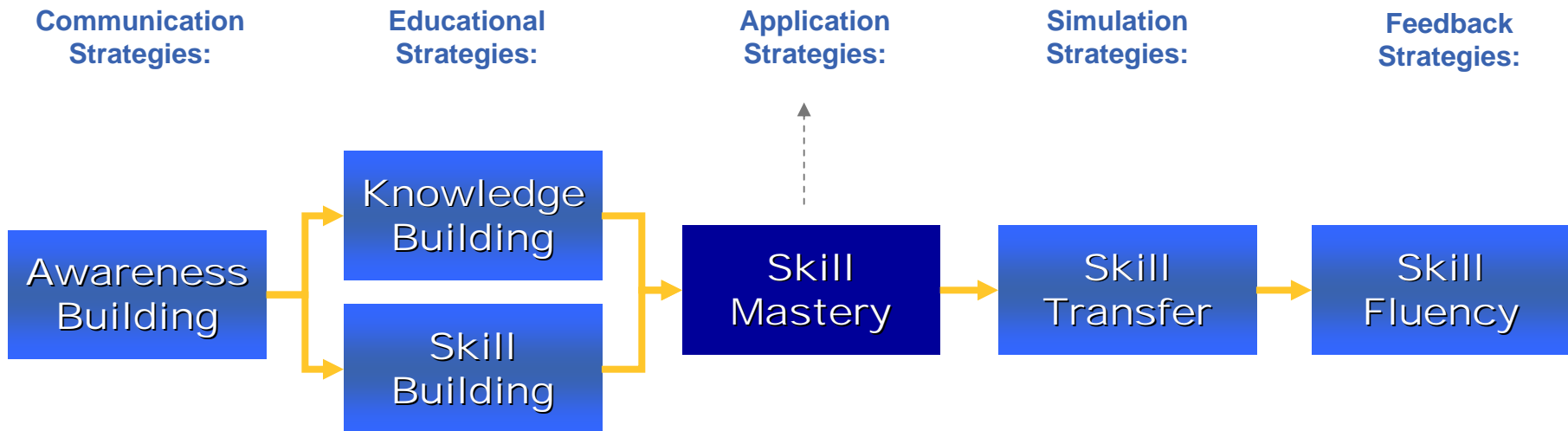
Knowledge & Skill Building

- **Workbooks**
- **Web-based Training**
- **Web Conferences (with Training Manager)**
- **Books and Web-based Resources**
- **Webcasts**



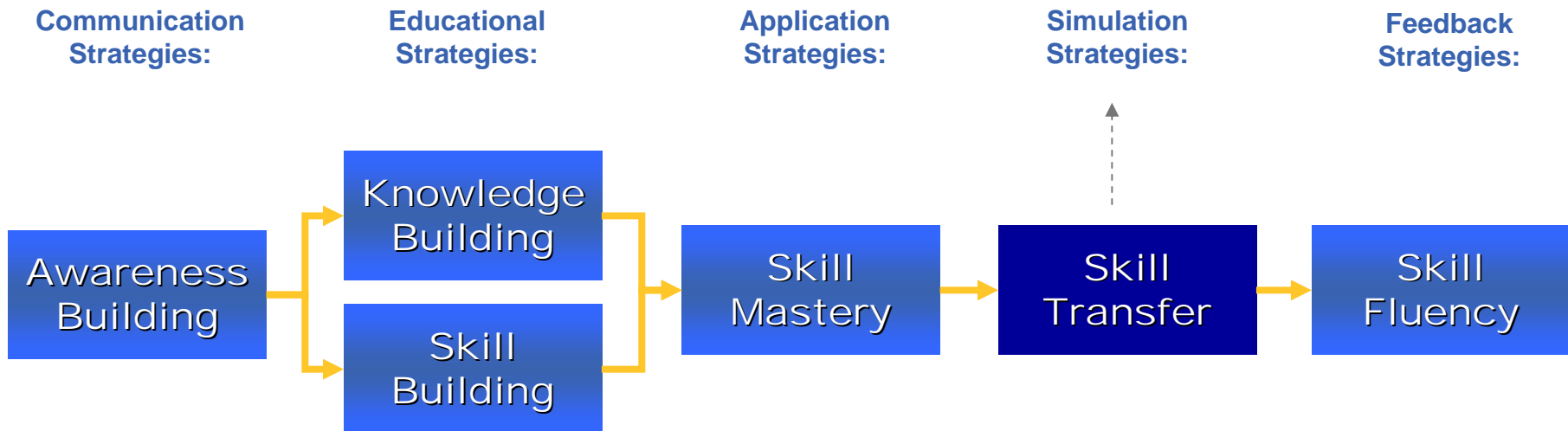
Skill Mastery

- Online Knowledge Exams
- In-Branch Performance Exam
- Scenario-based Exercises
- Case Studies
- Situational Videos



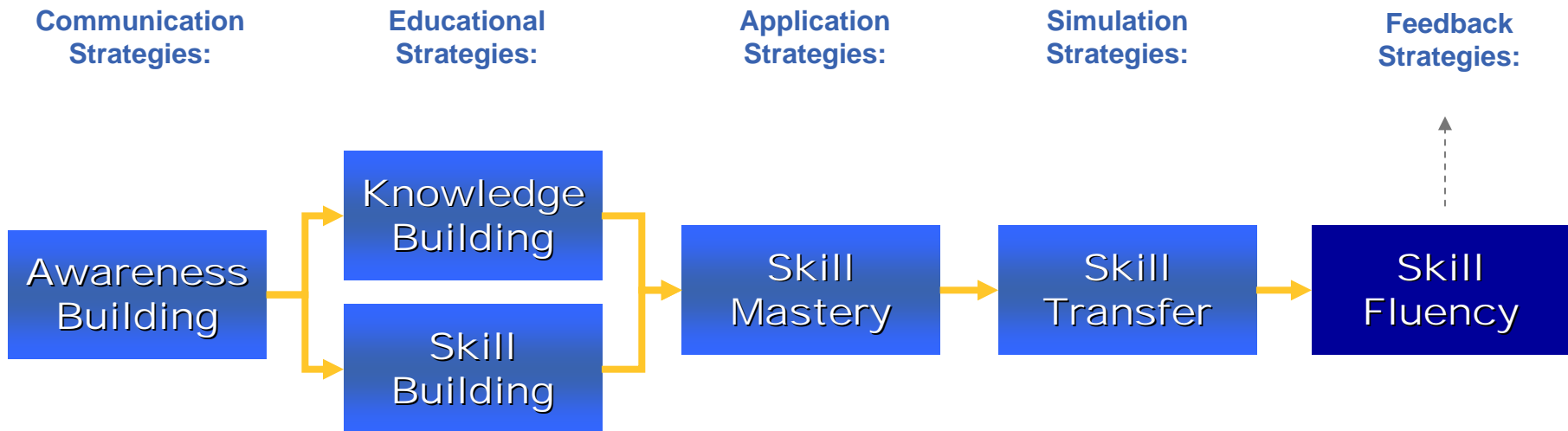
Skill Transfer

- Action Learning Assignments
- Live Training Sessions w/Role Plays
- Simulated Client Meetings w/Actors
- Mentoring Program



Skill Fluency

- Performance Tracking
- Coaching Program
- Branch Manager Check-in Meetings
- Performance-Based Compensation
- Specialty-Based Certifications
- Award and Recognition Programs



When Blending Makes Sense

		Skill Complexity	
		low	high
Skill Importance	low	4	3
	high	2	1



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www.gvispi.org



Gus Prestera, PhD, CPT

Adjunct Professor, Penn State University
President, effectPerformance, Inc.

Contact Information:

Phone: 610-449-2060

eMail: [gcp111@psu.edu](mailto:gep111@psu.edu) or gprestera@effectperformance.com

Visit www.effectperformance.com