



National Capital Region Chapter of the
ACM Special Interest Group on Computer Human Interaction

Want Better Users? Performance Support for Making Products Obvious

Presented by **William Bezanson**, Performance Solutions Architecture

What?

Nearly all companies have the difficulty that it takes too long and it costs too much to develop proficiency in their employees. The fact that people need to be trained to use products in the first place is the essence of the problem. This presentation addresses that problem by introducing performance support, which helps people develop competence through the normal course of doing work, rather than through off-job training or reading manuals.

Performance means achieving goals. Ultimately, it is *business* goals that need to be achieved, and that can be done by enabling the performance of individual workers.

This presentation outlines a structure for developing *performance support solutions*, which provide a phased introduction of performance-enabling features in products over time, to accommodate customers' varying budget and infrastructure levels.

Want better users? Making products obvious through the methods of performance support provides a highly effective way of getting them.

Who?

William Bezanson, P.Eng, advises organizations on performance support through his company, Performance Solutions Architecture, in Ottawa. Building on experience with Nortel Networks, his vision is enabling business performance through user performance, thus reducing the need for explicit forms of learning and support. His book *Performance Support Solutions: Achieving Business Goals Through Enabling User Performance* will be published by Trafford Publishing in June, 2002. Copies of the book will be available for sale at this presentation, for C\$ 45.00 (taxes included), payable by cash or cheque.

Where and When?

The meeting takes place on [Thursday, June 20, 2002](#) at 7:00 pm in the Conference 2 Boardroom at the Nortel Skyline location. Directions and a map can be found at www.capchi.org.

Note: All attending will be required to register with security. Please arrive 5-10 minutes earlier to allow for registering. The meeting fee is \$5 for non-members and free for CapCHI members (\$20 / year).