EME 6426 HPT INTERVENTIONS

Course Prefix/Number: EME 6426
Course Title: HPT Interventions
Course Credit Hours: 3
Instructor Name and Contact Information: IT Graduate Faculty
Prerequisites/Corequisites: EME 6429

Course Description
Human Performance Technologists, education and training leaders in organizations, identify gaps between desired and actual employee performance levels. Once the gaps have been identified, the HPT practitioner, the Solution Specialist, determines interventions or combination of interventions that are needed to close those gaps. These interventions consist of instructional and non-instruction solutions that educators and trainers design and develop that, in turn, solve organizational performance problems.

Purpose of the Course
The purpose of this course is to provide education and training leaders with the skills required to make appropriate recommendations concerning possible ways to close past, present, or possible future performance gaps using instructional and non-instructional solutions.

Major Goals
Upon completion of this course, students will be able to advise possible ways to close past, present or possible future performance gaps within an organization by addressing their root cause(s).
- Determine one or more solutions and identify them as instructional or non-instructional
- Identify how the solution will be produced
- Identify the resources required
- Identify methods for delivering or deploying the solution
- Identify how the solution will be maintained or reinforced
- Identify methods for evaluating the effectiveness of the solution

Objectives
1. Select human performance improvement interventions
2. Interpret research on human performance to select appropriate intervention solutions
3. Align interventions with performance gaps
4. Forecast effects of interventions
5. Forecast and analyze effects of interventions and their consequences
6. Disseminate justification for selected interventions to organizational stakeholder
7. Assess relationships among interventions
   a. Examine effects of multiple human performance improvement interventions on parts of an organization, as well as the effects on the organizations interactions with customers, suppliers, distributors, and workers
   b. Develop strategies for solving issues related to complex intervention relationships
8. Analyze critical education and training issues  
   a. Perform organizational and process analysis  
   b. Conduct individual employee assessments  
   c. Determine roles and responsibilities for stakeholders, high performers, and  
      subject matter experts to be involved in the development and implementation of  
      the solution  
   d. Create, distribute and interpret customer satisfaction information/survey result  
   e. Write goals for human performance improvement  
   f. Write performance objectives for interventions  

**Topics**  
- The role of intervention selection in the HPT Model  
- Interventions: Individual Perspectives  
- Interventions: Organizational Perspectives  
- Intervention Selection  
- Getting ready for Change  
- Specialists in the World of HPT  

**Course Requirements & Evaluation**  

**TextBook**  

**Course Guidelines**  
Students should expect to spend approximately 9-12 hours completing lessons and activities each week.  

**Assignments**  
1. Course Exam (30%)  
2. Intervention and Selection Strategy Matrix (20%)  
3. Intervention Critiques (2, 10% Each)  
4. Intervention Project (30%)  

**Accommodations**  
If you have a need for any class accommodations or special test-taking arrangements because of a physical and/or perceptual limitation, please get in touch with the instructor at the earliest time possible. Please leave your name and phone number so that the instructor can contact you to set up an appointment.
Intervention Project

For this project, individually, you will first develop a scenario about a performance problem that you may have seen on your job or one that you have encountered in the past. The situation that you present should be descriptive and complex enough that others can problem-solve and assist you in coming up with a set of solutions. In this exercise the creator of the scenario is called the client.

Make your scenario as long as needed to thoroughly describe the situation. Do not indicate any solutions in your case. You will then present your scenario to 1-2 consultants (form groups of 2-3 [select your own groups]) who will offer advice for your problem *(if you are working individually in the PDA program, you may serve as your own consultant)*. The consultant groups will submit a list (minimum 10 potential interventions per case) of potential interventions and advantages and disadvantages of each of the potential interventions for the proposed scenario to the client. Consultants should prioritize the interventions based on the value-added nature of the intervention proposed.

Based on the interventions suggested by the consultants, the client will select appropriate interventions that could be implemented for his/her scenario. The selection will include a description of why those interventions were chosen, analysis of cost implications, and identification of barriers that must be overcome for the intervention to succeed.

To summarize,

The Client will propose a scenario and outline appropriate interventions that might be used to resolve performance problems (including why the interventions were chosen, potential costs of interventions, and examination of barriers).

The Consultants offer advice to a Client on his/her own scenario. The Consultants will create a list of at least 10 potential interventions for the Client to select from for their solution selection.

The client will then select interventions from the consultants' list, with appropriate justification.

How you'll be graded:

- Scenario (35%)
- Consultant Intervention List (35%)
- Intervention Selection (30%)
Intervention Critiques

You will complete 2 intervention critiques. Select 1 intervention from an individual perspective and one from an organizational perspective. In your critique you will analyze the intervention through a variety of lens. You will use the dropbox in the LMS to post your critique. Feedback will be provided through grades.

In your critique, you will create a narrative that justifies the use of an intervention for a situation. Use a situation that you are familiar with or select a case study from the text. In your narrative, you should include the following elements:

- brief description of the situation, including the organization, problem, stakeholders
- description of the intervention
- justification for the use of that intervention for the situation
- description of how the intervention will influence stakeholders
- description of the benefits of and drawbacks to the intervention
- description of the impact of the intervention on the individual and the organization
- evaluation of the intervention as part of the HPT professional "toolkit"

Critique #1: Interventions focusing on Individual Performance


Critique #2: Interventions focusing on Organizational Performance

Remember, your critique should be in *narrative* form (not just a table or listing of topics that address the above issues). Consider that it is a report that you are submitting to your client on the potential use of an intervention.

Limit your critiques to 3 pages, double spaced. Be concise, yet descriptive!

**Matrix**

For the *Intervention and Selection Strategy Matrix*, you will create a database that contains information about interventions, when they should be used, where they might be appropriately used, stakeholders who might be involved, the advantages and disadvantages of those interventions, and relative costs (to an individual and an organization) of those strategies.

The database may be created as a table in Word, an Excel worksheet, or Access Database, you choose. Your matrix should include at least 20 interventions and a set of comparison criteria. The following information should be included as separate fields of comparison criteria in your matrix.

- description
- example of intervention
- situation where intervention might be appropriate
- complimentary interventions (other interventions that are easily integrated with this intervention)
- advantages
- disadvantages
- influence on stakeholders
- implementation issues, including barriers