

Leveraging HiPo SMEs and Partners in Your HPI Solutions – SU418 Handout

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Session Learning Objectives

- State the benefits to your organization for using highly knowledgeable subject matter experts and partners to drive performance technology inside the organization
- Identify strategies to leverage SMEs and partners for Human Performance Technology in your organization
- Avoid or minimize pitfalls when moving to the HiPo SME performance technology model

Agenda

- Learning Objectives
- MS EE Organizational Structure*
- MS EE Workflow*
- Charter for EE*
- Role of the SME and MS*
- Example Partner Delivery
- Elements of Successful Instructor Guides
- Summary/Q & A

*Will be covered with presentation not included in handout.

Core Design Elements

- Assume instructor will be an SME and will need potential additional guidance on instructional methods
 - Provide detail as well as talking points
 - Show progress through lesson
 - Provide visual cues throughout
 - Slides
 - Time checks
 - Icons
 - Overall schedule
- Use word processing and other development tools that are easy to use and edit
- Enable personalization
- Gather input from multiple SMEs
- Pilot, pilot, pilot

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Instructor Preparation - Icons

Icon definitions	Icon	Description
Use any or all icons appropriate to your course		Timekeeping: This symbol suggests delivery time for a section.
		Slide Number: Provides the corresponding PowerPoint slide number.
		Key learning point or transition: Also highlights key points to use when wrapping up an activity.
		Flip chart: Use a flip chart to record responses, or to make notes for the class to see.
		Discussion: No division of the class is necessary.
		Video: Show the video to participants.
		Transition: This symbol provides suggested transition material between sections.

Instructor Preparation – Course Overview

Course Overview

Instructional methods

General responsibilities

All instructors are responsible for ensuring the class flows according to the pace determined by the agenda and discussion. Some key responsibilities include:

- o Summarizing objectives.
- o Answering questions or directing the student to another source if necessary.
- o Being mindful and attentive to students' needs.

Setting ground rules

- o Set a positive atmosphere so people feel their opinions are valued and encouraged.
- o During class, laptops should be used **only** for class participation.
- o Manage the time wisely so that everything planned is accomplished and students do not feel rushed or overlooked.

Notes on personalization

Key learning objectives are noted in each module. It is okay to add relevant stories, experiences, and case studies to the class. Feel free to write notes in the

Instructor Preparation - Admin

Administrative Preparation

Planning and preparation checklist

Review the items listed below to ensure that your classroom is sufficiently equipped and that you have the appropriate materials.

Add any specific items needed to teach your course.

- White board
- White-board markers
- Projector
- Post-it notes
- Sample Site Visit Notebook
- PowerPoint Presentation

Pre- and post-course itinerary

If you email handouts or pre-course information, add those instructions here.

Also, if you maintain a distribution list for the students to share, include those notes in this section.

Course preparation and follow-up schedule

Before the course:

- One week:
 - Copy the course PowerPoint to your local: (link). Modify the Instructor name and date information.
- One day:
 - Ensure materials will be in the classroom.

After the course:

- E-mail every student a thank you note for attending the class.
- E-mail any follow-up information regarding

Instructor Preparation - Schedule

Course Schedule

All module times are approximate.

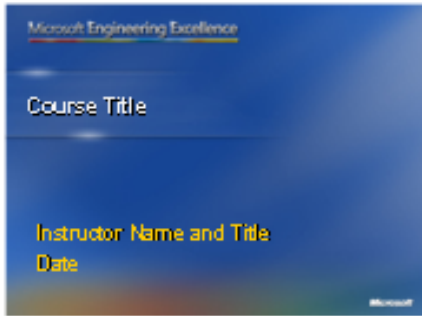
Use the space in the left column to write in the appropriate times for your class. For example, if your class runs from 8:00 am to 12:00 pm, the Introductions module would run from 8:00 to 8:20.


Time	Total	Title	Topics
	20 min.	Introductions and Agenda	<ul style="list-style-type: none">Names and Logistics
	1 hour	Module One	<ul style="list-style-type: none">
		Module Two	<ul style="list-style-type: none">S
		Break	
		Module Three	<ul style="list-style-type: none">
		Break	
		Module Four	<ul style="list-style-type: none">

Instructor Guide Sample Page

Microsoft Engineering Excellence COURSE TITLE

Introductions and Agenda



 Estimated time for section: 20 minutes

- o Greet students
- o Cardkeys
- o Name tent

Introduction

1	2	3	4
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Intro | Mod 1 | Mod 2 | Mod 3 | Mod 4 | Resources

Instructor Guide Sample Page - Detail

COURSE TITLE

Microsoft Engineering Excellence

Slide Heading

Background text goes here for instructor preparation. The cues listed on the corresponding classroom guide page are pulled from this text.

Sample text:

What students will take away from the course

- o You will understand the importance of good customer site visits.
- o Successfully develop and be a part of a cohesive and well-managed team for your site visits.
- o You and your team will know how to use these practical and effective methods and procedures to conduct a successful and thorough site visit.



The course provides you opportunities to become a better Project Manager for conducting site visits. This is not a graduate course in the entire site visit methodology.

This course was designed for those who will be the driving force, leaders, or PM's for their specific site visits. It is still useful for those only attending site visits, but most of the information is critical only to the site visit leaders. There is a course directed toward site visit attendees being created right now.

The site visit methodology we'll be talking about today is not a rigid process. The focus is on practicality so you will spend your money wisely and produce high-quality, usable data.

Instructor Introduction: Provide a brief overview of your background to establish credibility as an instructor.

Student Introductions: Spend a few moments having students introduce themselves, using the bullet points below to structure the introductions. There may be 10+ people, so ask them to keep it to about 15 seconds in the interest of time.

- o Name
- o What organization are you in
- o What do you do
- o Why you (or why you will) visit customers

Job Aid for Design of Instructor Guides for SMEs

- What instructor preparation will I need to add based on the previous experience of my SME Instructors?
- What visual cues can I provide for our SMEs to show progress and indicate specific activity types?
- Does our organization have a standardized Instructor Guide template?
- If so, where is it kept and how is it maintained?
- Is there enough detail in the narrative of the Instructor Guide to support your SME instructor?
- How does the Instructor Guide support appropriate personalization by the Instructor?
- How are improvements made to the current Instructor Guide and how is that process managed?
- How does our organization conduct pilots to support the training process?