Growth Performance

Performance Support Design Brief

A template for creating job aids, prompts, templates, and decision tools. Use this brief when designing support for the Perform or Recover moments.

Evidence note: Performance support tools are most valuable when they reduce search, support retrieval, and fit naturally into the flow of work (Rossett and Schafer, 2006).

1. PROBLEM DEFINITION

TASK TO SUPPORT

WHO WILL USE THIS RESOURCE?

MOMENT OF USE (PERFORM / RECOVER)

TYPICAL MISTAKES OR FRICTION POINTS

BUSINESS CONSEQUENCE IF ERRORS CONTINUE

2. USER CONTEXT

WHERE WILL THE RESOURCE BE USED?

WHAT TIME PRESSURE EXISTS?

WHAT OTHER TOOLS SIT AROUND IT?

WHAT PRIOR KNOWLEDGE CAN BE ASSUMED?

WHAT DEVICE OR CHANNEL WILL BE USED?

3. DESIGN DECISIONS

WHAT THE RESOURCE MUST HELP THE USER DO

WHAT MUST BE VISIBLE IMMEDIATELY

WHAT CAN BE OPTIONAL OR SECONDARY

WHAT LANGUAGE / TERMINOLOGY TO USE

BEST FORMAT: CHECKLIST / DECISION TREE / SCRIPT / TEMPLATE / FLOW MAP

4. QUALITY CHECKS

- [ ] Is it faster to use than searching a manual?
- [ ] Can a new user understand it quickly?
- [ ] Does it reduce cognitive load at the moment of use?
- [ ] Has it been tested with real users in real conditions?
- [ ] Who signs it off, and how will it be updated?

SIGN-OFF

DESIGNER

REVIEWER / SIGN-OFF

TARGET COMPLETION DATE

REVIEW / UPDATE CYCLE

Based on: Rossett & Schafer (2006); Baldwin & Ford (1988); Grossman & Salas (2011); Kauffeld, Decius & Grassmann (2025). Growth Performance © 2026.

Want help putting this into practice?

Growth Performance builds the human advantage in an AI-driven world, with people, teams and leaders.

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