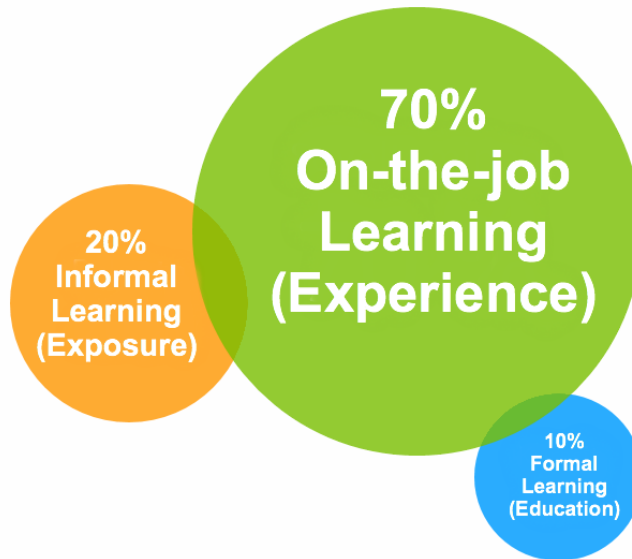




Performance Support & The 70:20:10 Model



What is the 70:20:10 Model?

The 70:20:10¹ Model for Learning & Development very clearly illustrates the importance of Experiential Learning in the corporate environment - and the clear case for Performance Support.

This model is a commonly used formula within the L&D profession to describe the optimal sources of learning in the corporate environment. It holds that individuals obtain 70% of their knowledge from on-the-job experiences, 20% from interactions with others, and 10% from formal learning events (including classroom-based, instructor-led training and eLearning).

The Strength of Epsilon Context for Performance Support

The 70:20:10 model shows clearly that most of the learning and knowledge is acquired when your employees are doing their day-to-day tasks.

And this is the strength of **Epsilon Context** – providing information that is process-embedded, contextual to what the user is doing and providing just enough relevant information at just the right time to support an end user at their exact moment of need.

This is further highlighted by a comparison of learning modes against learning & training requirements.

Comparison of Learning Modes

	On Demand	Just In Time	Informal Learning	Job-task focused	Customised to the user and Job Task
Performance Support	✓	✓	✓	✓	✓
Online Help	✓	✓	✓	✗	✗
E-Learning/LMS	✓	✓	✗	✗	✗
Knowledge Management	✓	✗	✓	✗	✗
Simulations	✓	✓	✗	✗	✗
Formal Training/ILT	✗	✗	✗	✗	✗

The Comparison of Learning Modes table illustrates how **Epsilon Context** for Performance Support maps exactly to the 70% on-the-job, experiential learning component of the 70:20:10 Model.

To find out more about how Epsilon Context can enable your organisation with Performance Support, contact Epsilon Software.

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¹ http://en.wikipedia.org/wiki/70/20/10_Model