

THE Performance Improvement CONFERENCE

**Scaling
New
Heights,
Delivering
Results**



Test What Matters

Wednesday, 10am to 11am

Peter R. Hybert, principal consultant
PRH Consulting Inc.



Conference
April 10-13

Orlando, Florida

www.ispi.org/ac2011

Overview

Testing is common in corporations today, especially with online training. This seems an expedient way to qualify performers. But are the results valid? Too often, we are testing only recall and only a small percentage of the performance - relying on easy-to-use test templates.

Participants view these tests as a formality instead of a legitimate assessment of capability. This session will discuss common testing situations and strategies for creating online tests that more effectively test performance

Objectives

- Describe the importance of testing performance as opposed to supporting knowledge and skills
 - Summarize common test question choices and their limitations
 - For a given performance situation, develop a test strategy that effectively measures capability
 - Generate strategies for using common CBT/WBT development tools to test (approximate) performance
-

Content

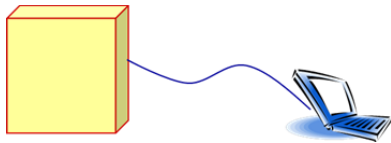
This session will include

- Testing applications and concepts
- Scenario 1: Starting up a Control Panel (Technical)
- Scenario 2: Customer Inquiry
- Scenario 3: Quality Control Inspector
- Ten Reasons to Use Performance Testing

Testing Concepts

- Performance vs. Knowledge
- Objectivity
- Validity
- Compliance Testing

Situation #1: Start-up a Control Panel



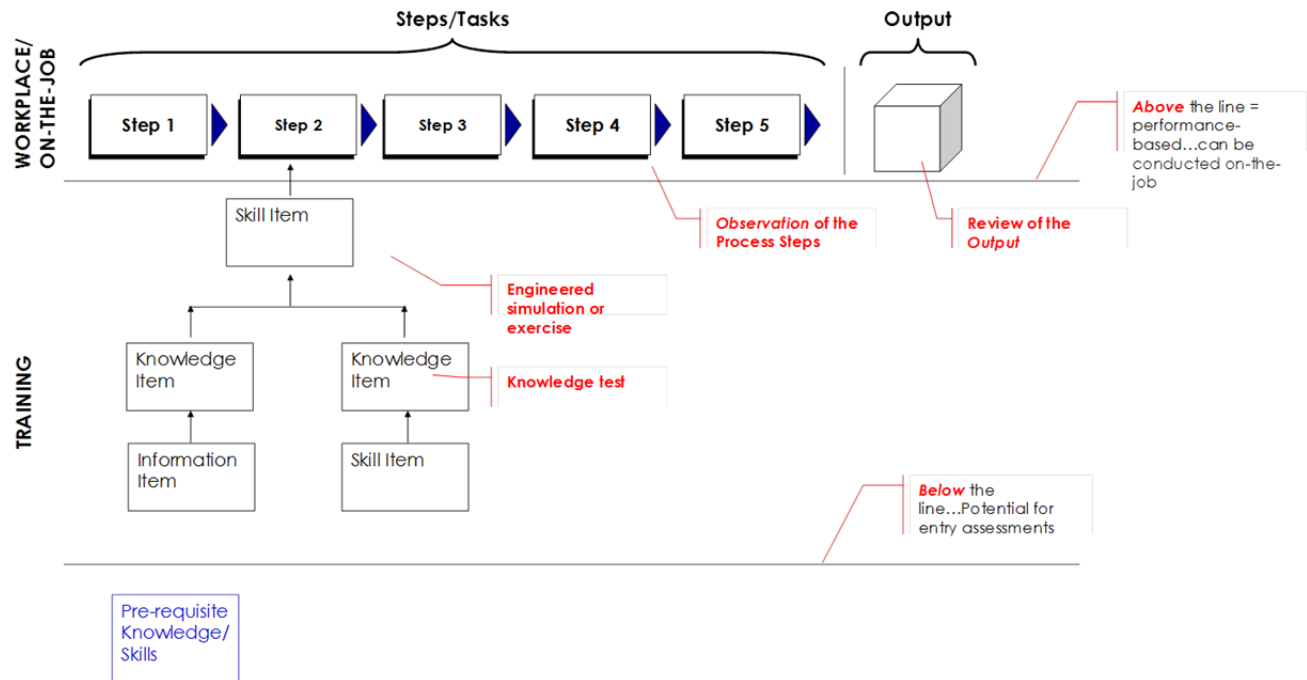
Tasks

1. Check wiring
2. Power on
3. Connect and establish communication
4. Upload the database
5. Check functionality

What are examples of online test items we might expect to see for this performance?

Notes

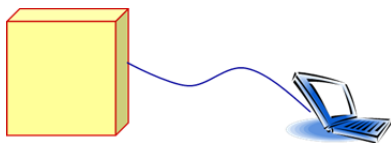
Components of Performance and Test Strategies



Situation #1: Start-up a Control Panel, *continued*

What are examples of more performance-oriented online test items for this performance?

Notes



Situation #2: Customer Inquiry



Tasks

1. Greeting and Intro
2. Security
3. Explore initial needs
4. Propose solutions
5. Enter order

What are examples of performance-oriented online test items for this performance?

Notes

Situation #3: Quality Control Inspector

What are examples of performance-oriented online test items for this performance?



Notes

Tasks

1. Recognize Need to Inspect
2. Visual Check for Parts
3. Visual Check for Damage
4. Visual Check of Printing

Top 10 Reasons to Use Performance Testing

- 1) A performance test *measures the right things*.
 - 2) A performance test is a *more comprehensive* test of capability than a knowledge test.
 - 3) A performance test specifically *defines the work and the criteria* for performance which often leads to simplification of the performance.
 - 4) Performance tests *connects training to performance*.
 - 5) You do not have to *hide the answers*.
 - 6) You can *get work done* during the testing process.
 - 7) You can *manage learner expectations* for "going solo."
 - 8) Performance tests are inherently *valid*.
 - 9) Performance tests can be *developed rapidly*.
 - 10) Performance tests serve *multiple purposes*.
-

Resources & References

Coscarelli, W. & Schrock, S. *Criterion-referenced Test Development: Technical and Legal Guidelines for Corporate Training*. San Francisco: International Society for Performance Improvement/Wiley, (1996, 2007).

FDA, "Guideline on General Principles."
[<http://www.fda.gov/cder/guidance/pv.htm>]. May 2008

Gagne, R. "Analysis of Objectives." In Briggs, Leslie. (Ed.). (1977). *Instructional design: Principles and applications*. Englewood Cliffs: Educational Technology Publications, Inc., 1977.

Gilbert, Thomas, F. *Human competence: Engineering worthy performance*. McGraw Hill, 1978.

Hybert, P. "Project profile: Designing a performance measurement system." [www.prhconsulting.com]. 2006.

Hybert, P. and Smith, K. "It only counts if you can do it on the job!" [www.prhconsulting.com]. 1999.

Lentz, Robert. (1996). "Feynman Challenger Report Appendix." [<http://www.ralentz.com/old/space/feynman-report.html>]. August 2008.

Merrill, M. D. "*First Principles of Instruction*." Educational Technology Research and Development (43-59), Utah State University, 2002.

Practical assessment research and evaluation.
[<http://pareonline.net/>]. August 2008.

Svenson, R. and Wallace, G. "Performance-based Employee Qualification/Certification Systems."
[<http://www.eppic.biz/services/Performance-basedEmployeeQualification-CertificationSystems2008.pdf>] 2008.



Pete Hybert
www.prhconsulting.com

- Worked in the human performance improvement industry since 1984; external consultant since 1989
- Clients have included: Ameritech, AT&T, Chrysler Financial, Eli Lilly and Company, Exxon-Mobil, Fireman's Fund Insurance, General Motors, Hewitt, Huron Consulting Group, Siemens, SPX Corporation, Whirlpool, and others.
- Authored the chapter "Testing Strategies: Verifying Capability to Perform" in the "Handbook of Improving Workplace Performance (Volume 3: Measurement and Evaluation)
- Authored more than thirty articles on a variety of HPT-related topics along with the "Building Capability" e-newsletter and the PRH Consulting Blog
- Presented multiple times at ISPI, CISPI (Chicago Chapter of ISPI), ASQ, and ASTD
- Served as a volunteer with ISPI and CISPI (ISPI Chicago Chapter President, ISPI Awards Committee Chair, ISPI Nominations Committee Chair, ISD Conference Track Chair)
- CPT since 2003, ISPI Lifetime Member since 2007

PRH Consulting

To check out our blog or subscribe to our newsletter:

- Subscribe to our newsletter, email me or visit: <http://www.prhconsulting.com/contact.htm> and then join our mailing list
- Visit our blog at www.prhconsulting.com/blog
- For old issues of our newsletters visit http://www.prhconsulting.com/resources/newsletters/resources_newsletters.htm