

Organizing Content

Information in training and performance improvement programs should be presented in a consistent logical order, with consistent layout for each type. We strongly recommend the use of Information Mapping's Formatting Solutions software.

Layout consistency is an application of visual engineering. Using it helps guide the learner by training the brain to recognize that if the eye sees layout "A" the content is a structure, or if layout "B" it is a process.

- Use **Headers** to label each page by content—this guides the learner through the content
- Use **Section Breaks** to allow changes in headers
- **Offset tables** with titles on the left and content on the right are an excellent way to train learners to expect a "hint" or "title" followed by more information.
- **Step-action tables** are very effective for presenting information that occurs in a consistent sequence. The number of the step is on the left, the action it represents is on the right.
- Proceed from **general** to **specific** to help learners build a cognitive framework for the material.
- Sequence material either by **learning** order or **performance** order. Learning order is the precedence sequence required for learning—performance is the steps in the task
- If creating training relative to operating equipment, determine the "buckets" of information needed for each operating all equipment and use the buckets consistently.
 - For example, in the operation of any type of equipment, it is important to know:
 - Safety (Personal Protective Equipment, Safe Operation Requirements, Emergency Stop, Lock Out procedures),
 - Basic operation (Start, Stop, Normal Operating Tasks During a Shift),
 - Operator Maintenance Tasks,
 - Basic Troubleshooting.

We highly recommend the use of the Information Mapping process for organizing information.

If you'd like to talk more about optimal methods and constructs for organizing information, please contact us at info@epowerandassociates.com.