CHAPTER 11: Procedural Task Analysis

**KEY POINTS**

**DEFINITION:**

*Procedural task analysis* is a method of documenting people-thing workplace expertise in terms of precisely what people are required to know and be able to do to perform the task.

**THERE ARE A NUMBER OF GOOD CRITERIA FOR A PROCEDURAL TASK ANALYSIS, NAMELY:**

1. Writing short statements of the performance.
2. Beginning with action words.
3. Using headings and subheadings.
4. Identifying the learning domain and the level of learning difficulty for each step.

**FIGURES**

**Figure 11.1.** Analyzing Procedural Tasks.

**EXERCISE/EXAMPLE**

In the example of a *Procedural Task Analysis* for making a telephone call presented on page 132 ....

Where would you put *Call Waiting*?

**FOLLOWING ARE A NUMBER OF USEFUL TIPS FOR CONDUCTING PROCEDURAL ANALYSIS:**

- what you see is what you record
- use skillful questioning and observation
- be aware that the casual behavior of an expert may fool even the most careful observer
- gently probe for what the worker is doing, and why
- try doing the behavior you are observing, using this "experience" to clarify each step or to find new questions to ask about the work.

How would you do it?