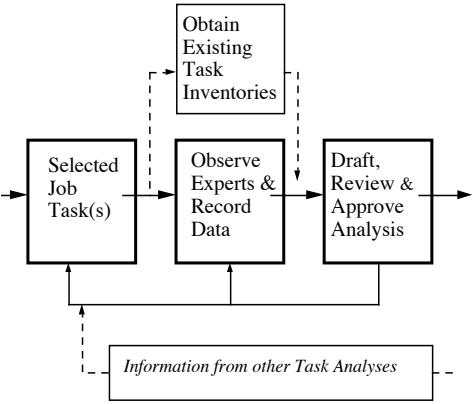


## CHAPTER 11: Procedural Task Analysis

| KEY POINTS  | FIGURES  | EXERCISE/EXAMPLE  |
|---|--|---|
| <p>DEFINITION:</p> <p><i>Procedural task analysis</i> 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.</p>   | <p><b>Figure 11.1.</b> Analyzing Procedural Tasks.</p>  <p style="text-align: right; font-size: small;">© Richard A. Swanson 1994</p>  | <p>In the example of a <i>Procedural Task Analysis</i> for making a telephone call presented on page 132 ....</p> <p>Where would you put <i>Call Waiting</i>?</p> |
| <p>THERE ARE A NUMBER OF GOOD CRITERIA FOR A PROCEDURAL TASK ANALYSIS, NAMELY:</p> <ol style="list-style-type: none"> <li>1. Writing short statements of the performance.</li> <li>2. Beginning with action words.</li> <li>3. Using headings and subheadings.</li> <li>4. Identifying the learning domain and the level of learning difficulty for each step.</li> </ol> | <p>FOLLOWING ARE A NUMBER OF USEFUL TIPS FOR CONDUCTING PROCEDURAL ANALYSIS:</p> <ul style="list-style-type: none"> <li>• what you see is what you record</li> <li>• use skillful questioning and observation</li> <li>• be aware that the casual behavior of an expert may fool even the most careful observer</li> <li>• gently probe for what the worker is doing, and why</li> <li>• try doing the behavior you are observing, using this "experience" to clarify each step or to find new questions to ask about the work.</li> </ul> | <p>How would you do it?</p>   |

