This is a synopsis of the course syllabus intended to provide an overview of the course. Please note that details of the course may change from semester to semester and that the syllabus used during a given semester takes precedence over this summary.

**General Course Description**
Students examine the foundations, process models, interventions, professional practice issues, and future trends of the field of human performance improvement (HPI), which aims to improve performance in the work place or in learning situations. This is one of the few core courses in the OPWL program where you will **not** be expected to do a real-life project. Instead, this course focuses on getting you to dig conceptually deeper into the HPI process. What that means is that there is a great deal of reading and discussion.

Prerequisites to this course include:
- **IPT 536: Foundations of IPT**
- **Either IPT 529 or IPT 530** completed, and the other completed or in progress (or instructor’s permission)

**Textbooks and Readings**

**Course Goals**
As a result of this course, by reading assignments, class discussion, analyzing case studies, and the creation of a job aid, you should be able to:

- Synthesize, compare and contrast **HPT models**, processes, procedures and concepts as demonstrated by class discussions and the job aid assignment.
- Describe and give examples of approaches for understanding **Organizational Context and Alignment** considerations as demonstrated by class discussions.
- Describe and give examples of **Problem Identification** considerations and strategies as demonstrated in class discussions and the job aid assignment.
- Describe and give examples of these **Individual Level interventions** as demonstrated in class discussions and the job aid assignment:
  - Feedback
  - Mentoring
Individual motivation systems
- Performance (job) aids
- Performance support systems

- Describe and give examples of **Work/Process Improvement tools** and interventions as demonstrated in class discussions.
  - Compensation, motivation and incentive systems
  - Workplace design
  - Process improvement

- Describe and give examples of these **Organizational Level interventions** as demonstrated in class discussions and the job aid assignment:
  - Evidence-based practice
  - SWOT analysis
  - Knowledge management
  - Succession planning

- Describe and give examples of **Evaluation and Implementation** considerations and strategies as demonstrated in class discussions and the job aid assignment.

- Discuss and give examples of **Emerging Trends** that are both barriers and enablers to HPT as demonstrated in discussions and the job aid assignment.

### Course Assignments

**Online Quizzes (Individual Assignment)**
For each of the 8 content modules in the course, you will take an online quiz to evaluate your understanding of basic concepts covered in that module.

**Written Final Exam (Individual Assignment)**
The purpose of the final exam is to gauge how well you can solve problems using the concepts and tools you have covered in this course.

**Oral Final Exam (Individual Assignment)**
The purpose of this oral final is twofold. First, to evaluate your ability to express your understanding of performance improvement orally and second, to give you a bit of practice for your portfolio or thesis defense. The exam will take us about 20 – 30 minutes. Questions will be provided in advance.

**Job Aid Assignment**
In this assignment you will select a topic for which you will develop a job aid. You may select to do a job aid on one:
- Individual-level intervention
- Work/process-level intervention
- Organizational-level intervention
- WPI/HPT Model

Length for this assignment is approximately 7 pages.

**Time Required**
A general rule of thumb is that you should expect to invest approximately 45 hours per credit during a semester. OPWL 560 is a 4-credit course taught during a 15 week semester. This means that you should expect to invest approximately 180 hours (45 x 4) on this course. This translates to approximately 12 hours per week (180 ÷ 15 weeks). Remember that this is an approximation. You might spend more or less time on the course depending on your relevant work experience and your familiarity with the content.