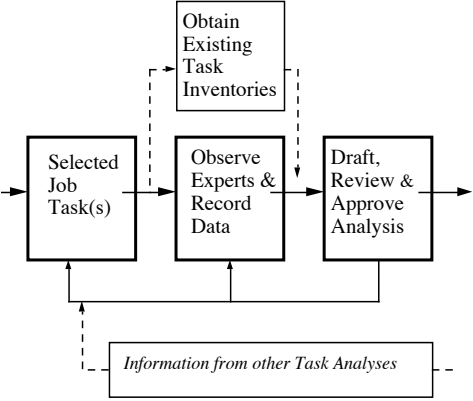


CHAPTER 11: Procedural Task Analysis

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>Figure 11.1. 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"> 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. 	<p>FOLLOWING ARE A NUMBER OF USEFUL TIPS FOR CONDUCTING PROCEDURAL ANALYSIS:</p> <ul style="list-style-type: none"> • 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. 	<p>How would you do it?</p>

