

Seminar Overview

- What is an intervention?
- What are the critical features of an intervention?
- What are the different types of interventions?
- How do you choose an intervention?
- How do you design your intervention?
- How do you evaluate your intervention?
- How do you revise your intervention?
- How do you implement your intervention?

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Types of Interventions

- Internal
 - Skill/Knowledge based
 - Training
 - Job Aids
 - Motivational
 - Incentive Systems
 - Rewards and Recognition
- External

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Intervention Classification System

- Improving Knowledge
- Improving Motivation
- Improving Processes
- Improving Health
- Improving Facilities

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Improving Knowledge

- Does not know how to perform a task
- Makes too many mistakes
- Learned wrong behaviors
- ✍ Confuses one step with another

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Sample Knowledge Interventions

- Accelerated Learning achieves faster learning and longer-term retention by honoring different learning preferences.
- Action Learning involves a problem, a learning team, a process, and a commitment to learning.
- Training Games are contrived activities that feature, conflict, rules, and winning and losing.
- Online Learning involves the use of interactive strategies on the World Wide Web.
- On-the-Job Training is conducted by an experienced practitioner with individual learners who are working on assigned learning tasks.

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Motivational Problems

- Lacks feedback
- No reward or recognition
- Punishment of appropriated behaviors.
- Performer has values that clash with one another.

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Sample Motivation Intervention Seven Different Approaches

- Compensation and benefit systems
- Rewards and recognition
- Internal and external system
- Team building and empowerment
- Interesting work assignments
- Meaningful tasks

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Sample Physical Resource Interventions

- Ergonomics
- Automation and Computerization
- Physical Resource Management
- Facilities Design

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Process improvement

- Culture change
- Project redesign
- Policy alignment
- Staffing
- Feedback system

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Sorting Criteria

- INDIVIDUAL vs. GROUP
- CHEAP vs. EXPENSIVE
- TOGETHER vs. DISPERSED
- URGENT vs. LEISURELY

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Health Interventions

- Energy Management.
- Employee Assistance Programs.
- Nutrition.
- Win-win Negotiation.
- Violence Prevention.

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