



## WHAT WE DO

Since 1983, DLS has worked with industry and government clients to improve the performance of people and organizations by offering the following services.

### ***Needs Analyses and Curriculum Architectures.***

Complex gaps between desired and actual job performance must be correctly specified before they can be solved. We are experts at specifying the processes and tasks associated with your organization's critical functions, identifying significant performance gaps, specifying their root causes, and creating training and other forms of job support to close the gaps. We can then deliver the big picture to stakeholders in the form of curriculum architectures that graphically depict the most effective sequence of courses, job support, and mentoring that carry different types of employees from the new-hire stage through job mastery.

***Interface Development.*** Our unique understanding of human cognition, human factors engineering, and performance-centered design lets us create e-learning courseware, information systems, and custom job support tools that improve job performance. By embedding knowledge that users would otherwise need to access externally, and structuring it to mirror users' job flow and decisions, DLS can reduce learning curves, allowing users to perform meaningful work right away, with minimal support from others.

### ***Rapid E-Learning Design and Development.***

DLS employs a rapid prototyping based development approach that readily lends itself to spiral development efforts. We can quickly and efficiently produce e-learning on a variety of platforms while verifying the accuracy of performance requirements and the acceptability of designs to end users. Using the results of the prototyping effort and usability

testing, we can baseline metrics and processes for customized, highly streamlined subsequent development. We are experts in a wide variety of authoring tools and languages, and we can create highly automated development processes, templates, and tools for rapid, cost-effective development.

### ***Electronic Performance Support Systems (EPSS).***

DLS has created award-winning performance support systems to provide expert and novice end users with integrated training, information, advice, and job tools—at the moment of need. We can tailor these EPSS to your needs, whether by moving printed manuals online and linking them to other resources or creating a large-scale application comprised of custom user interfaces that match job workflow, software tools, online and offline learning opportunities, advisors, and robust information systems.

***Automated Web-Based Evaluations.*** DLS employs a systemic, systematic set of strategies and programming tools—including focus groups, online and in-person surveys, and statistical data analysis—to collect real-world data that decision makers can use to make decisions and implement changes.

Whether evaluating the effectiveness of training or other performance improvement solutions, determining how to improve internal materials, or clarifying an organization's understanding of nebulous political performance issues, these rapid evaluations provide a powerful means for executives and managers to make better decisions, obtain buy-in from the field for recommended changes, and determine their organization's return on their investments in training and job support.

We look forward to working with you!