

<b>Intervention</b>	<b>Description</b>
Expert Database	Create a database of expert answers.
Work Evaluation	Verify that the job description and skills match the work tasks.
Central Resources	Store resources where everyone can access them easily.
Job Aid	Print or create marketing materials with key processes.
Electronic Job Aid	Create electronic versions of common processes.
Collaboration	Schedule regular times to work together through tough tasks.
Just-in-Time Training	Make training available around the time it is needed.
Coaching	Provide senior or experienced people to create strategies for those who are onboarding.
In-person classroom training	Sometimes you can't beat the in-person classroom to build camaraderie or teach a difficult concept.
Team Building Activities	Build in tasks that encourage people to work together as a team.
Common Communication System	Verify that everyone is using the same method of communication and determine best practices.
Conflict Resolution	Hire a third party to assess conflict and create a strategy to resolve conflict.
Mobile Apps	Develop or implement useful tools for mobile devices.
Role Play	Include authentic role plays for a problem you need to solve.
Work Area Evaluation	Evaluate the workspace and technology. Are the computers able to handle the work tasks? Is there a glare from the new window that is making work more difficult?
Motivation/ Encouragement	Depending on personality, encouragement and motivation might be what someone needs to give it their all.
Incentives	Different incentives are effective for different people—money, position, gifts, or impact can all motivate someone.
Email	One-on-one emails or emails with encouraging words can help communication or motivation.
Plaques	Reminders posted in a workspace can help people keep perspective.
Games	Games provide a relaxed environment where learning can occur more readily.
Organization Networking Opportunities	Work celebrations, coffee breaks with management, and learning lunches provide a place for fostering communication.
Suggestion System	An anonymous way to provide suggestions might help you see the problem from a different perspective.
Competency Testing	Testing skills will help identify gaps so you can develop the best intervention.
Electronic Performance Support System (EPSS)	Use artificial intelligence or help systems to guide people through a task.
Simulation	Simulations provide a risk-free way to navigate a problem with authenticity, but without consequence.