Effective information systems training: Comparison of error management and counterfactual thinking training strategies

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PROJECT OVERVIEW:

This project compared the effectiveness of error management training and counterfactual thinking to identify effective means of training novice learners to gain basic competence in using a computer spreadsheet application. Findings showed some support that error management and counterfactual thinking strategies in combination was more effective than each strategy on their own. However this relationship was evident for easy tasks only, and future research is warranted.