

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 1a – Course Introduction (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Background music Playing -
- Button:
  - Continue to next slide – 1b

Learning Objective(s):  
N/A

Narration:

Welcome to part one of the Human Performance Technology course - Identifying Worthy Performance Problems. To begin the course click on the continue button in the bottom right hand corner of the screen. Please do not exit the course once beginning, doing so will result in the loss of all progress.

Wireframe



***Human Performance  
Technology***

***Part 1: Identifying Worthy Performance  
Problems***

Continue

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 1b – Course Objectives (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Background music Playing -
- Button:
  - Continue to next slide – 2\_a

Learning Objective(s):

N/A

Wireframe

## *Course Objectives*

- Identify the Purpose of, and Define Human Performance Technology (HPT)
- Differentiate Between Behavior and Accomplishment
- Identify Valued Accomplishments and Worthy Performance Problems
- Define Performance Gap, PIP, Worth, Value, and Cost
- Use the Performance Analysis Flow Diagram to Identify a Worthy Performance Problem

Continue

Narration:

In this course we will identify the purpose of HPT, define a number of important HPT concepts as they relate to performance improvement, and learn how to use Mager and Pipe's Performance Analysis Flow Diagram to identify worthy performance problems.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 2\_a – What is HPT? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 2\_b.

## Learning Objective(s):

1. Identify the purpose of HPT
  - 1.1. Define Human Performance Technology

## Wireframe

### ***So what is Human Performance Technology?***

#### Also known as...

- Human Performance Improvement
- Human Resources Development (HRD)
- Human Competence
- Process Improvement and Management (PI&M)
- Performance Analysis
- Performance Engineering

## Narration:

So what is Human Performance Technology? (Short Pause)

HPT is known by a number of different names: Human Performance Improvement, Process Improvement and Management, Performance Engineering, etc. But no matter what name it goes by, it is all basically the same thing, the....

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 2\_b – What is HPT? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 2\_c.

## Learning Objective(s):

1. Identify the purpose of HPT
  - 1.1. Define Human Performance Technology

## Narration:

...process of applying what science and respectable professional practice have discovered that can help us achieve valued performance from and through people. (Short Pause)

Does this definition seem familiar to anyone? Let's compare this definition to a subject we are all a bit more familiar with...

## Wireframe

### ***So what is Human Performance Technology?***

***Human Performance Technology*** - applying what science and respectable professional practice have discovered that can help us achieve valued performance from and through people (Stolovitch & Keeps, 1994).

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 2\_c – What is HPT? (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Highlight every time the definitions match up.
  - In this order:
    - Applying vs Integration
    - Respectable Professional Practice vs Clinical Expertise
    - Science vs Best Research Evidence
    - Valuable Performance vs Decision Making
- Button:
  - Continue to next slide 3\_a

Learning Objective(s):

1. Identify the purpose of HPT
  - 1.1. Define Human Performance Technology

Wireframe

## *Comparing Definitions*

Human Performance Technology - **applying** what **science** and **respectable professional practice** have discovered that can **help us achieve valued performance** from and through people (Stolovitch & Keeps, 2004).

**VS**

Evidence Based Practices - the **integration** of **clinical expertise**, patient values, and the **best research evidence** into the **decision making process** for patient care (Google Definitions).

Continue

Narration:

....Evidence Based Practices (Short Pause), which are the integration of clinical expertise, patient values ,and the best research evidence into the decision making process for patient care. (4 second pause)  
So in a nutshell, human performance technology is the Evidence Based Practices for identifying and improving human performance problems (Short Pause). So now that we have established what HPT is, let's take a look at the purpose of integrating HPT into the workplace.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 3\_a – Performance (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- The definition of performance will pop up when the narrator begins reading it out.
- This will run on a timeline. After the narration finishes it will switch to the information for 3\_b.

Learning Objective(s):

1. Identify the purpose of HPT
  - 1.2. Differentiate between behavior and accomplishment
    - 1.2.A. Define Behavior
    - 1.2.B. Define Accomplishment

Wireframe



Narration:

Before we can figure out the purpose of HPT, we have to have a clear definition of a number of terms central to HPT.

The first of these is performance. Performance is a function of both the **behavior** and **accomplishment** of a person or group of people.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 3\_b – Performance (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- The circle around the mechanic will pop up when the narrator begins telling the example. The definition of behavior will pop up when the narrator starts the definition for behavior. The definition of accomplishment and current accomplishment will pop up when the narrator starts the definition for accomplishment.
- Button:
  - Continue to next slide 4

Learning Objective(s):

1. Identify the purpose of HPT
- 1.2. Differentiate between behavior and accomplishment
  - 1.2.A. Define Behavior
  - 1.2.B. Define Accomplishment

Wireframe

## *Performance*

**Performance** - a function of both the **behavior** and **accomplishment** of a person or group of people.

- **Behavior** - Something a person does that involves an action.
- **Accomplishment** – the outcome of the behavior.

**Current Accomplishments = Able to fix  
10 cars/day**

**Continue**

Narration:  
So an example of performance might be when someone is working on a car, and is able to finally get it working again.

Behavior is something a person does that involves an action (such as working on a car to fix it). Whereas accomplishments are the outcomes of the behavior (finally getting the car working again).

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 4a – Quick Practice (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Button:
  - Submit (This will submit the results that the learner entered to determine their score)

Learning Objective(s):

1. Identify the purpose of HPT
- 1.2. Differentiate between behavior and accomplishment
  - 1.2.A. Define Behavior
  - 1.2.B. Define Accomplishment

Wireframe

## *Quick Practice: Recognizing behaviors, accomplishments, and performances*

1.  Taking a test
2.  They managed to reach the top after hiking all day
3.  Winning first place in a dancing competition
4.  Changing the tires on a car
5.  Taking out the trash
6.  She came in first place in the race
7.  After serving all night, he managed to make \$150
8.  A finished court report

**Quick Practice Key**

B = Behavior  
A = Accomplishment  
P = Performance

**Submit**

Narration:

Let's see if you can identify which of these are behaviors, which are accomplishments, and which are full blown performances!

Put a "B" in the box if you think it is a behavior, an "A" if you think it is an accomplishment, and a "P" if you think it is a performance.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 4b – Quick Practice (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Button:
  - Continue to next slide 5 (This will replace the submit button after they have submitted their answers)

Learning Objective(s):

1. Identify the purpose of HPT
- 1.2. Differentiate between behavior and accomplishment
  - 1.2.A. Define Behavior
  - 1.2.B. Define Accomplishment

Wireframe

## *Quick Practice: Recognizing behaviors, accomplishments, and performances*

- ✓ 1.  B Taking a test
- ✓ 2.  P They managed to reach the top after hiking all day
- ✓ 3.  A Winning first place in a dancing competition
- ✓ 4.  B Changing the tires on a car
- ✓ 5.  B Taking out the trash
- ✓ 6.  A She came in first place in the race
- ✓ 7.  P After serving all night, he managed to make \$150
- ✓ 8.  A A finished court report

Key

B = Behavior  
A = Accomplishment  
P = Performance

Continue

Narration:

**(If they get them all correct)** Good job! You got all of them correct! Now that you have a firm grasp on the concepts of behavior, accomplishment, and performance, let's continue on to identify the purpose of HPT.

**(If they miss any)** So close! 1, 4, and 5 are all behaviors, they have to do with an action that is being taken. 3, 6, & 8 are all accomplishments, they are final outcomes or results after a behavior has taken place. And 2 & 7 are performances, they involve a behavior that then leads to an accomplishment.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 5\_a – Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Have nothing on the picture, then when the narrator finishes the first sentence have everything else pop up.
- This will run on a timeline. After the narration finishes it will switch to the information for 5\_b.

## Learning Objective(s):

1. Identify the purpose of HPT
- 1.2. Differentiate between behavior and accomplishment
  - 1.2.A. Define Behavior
  - 1.2.B. Define Accomplishment

## Wireframe

### *Accomplishments*

#### The...

- Outcomes
- Results
- Achievements
- Conclusions
- Consequences
- Products



**Current Accomplishments = Able to fix  
10 cars/day**

## Narration:

At this point, it is important to note that identifying performance problems is not about observing someone's behavior to identify bad, negative, or ill-matched behavior. To identify a performance problem, you have to look at the accomplishments.

Take for example the gentlemen above, he knows more about cars than anyone else in the shop, he has a passion for fixing cars, is smart as a whip, often doesn't mind working later than his co-workers to get the job done, and he is able to repair on average 10 cars per day.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 5\_b – Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Get ride of the accomplishment examples, and have the behaviors pop up as they are mentioned.
- This will run on a timeline. After the narration finishes it will switch to the information for 5\_c.

## Learning Objective(s):

1. Identify the purpose of HPT
  - 1.2. Differentiate between behavior and accomplishment
    - 1.2.A. Define Behavior
    - 1.2.B. Define Accomplishment

## Wireframe

### *Accomplishments*

#### Behaviors

- Has the skills and knowledge to fix cars
- Is motivated and passionate about his job
- And is willing to stay late to ensure the job gets done.



## Narration:

So looking at this scenario, how would you identify if there was a performance problem? Let's start by looking at his behaviors – He has the skills and knowledge to fix the cars, he is motivated and passionate about his job, and he is willing to stay late to get the job done. From looking at his behavior it doesn't seem like there are any performance problems at all.

But now, let's take a look at his accomplishments.....

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 5\_c – Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Get ride of the behaviors, and have the accomplishments pop up as they are mentioned.
- Button:
  - Continue to next slide 6

Learning Objective(s):

1. Identify the purpose of HPT
  - 1.2. Differentiate between behavior and accomplishment
    - 1.2.A. Define Behavior
    - 1.2.B. Define Accomplishment

Wireframe

## ***Accomplishments***

### **His accomplishments**

- He is able to fix 10 cars/day

### **Co-Workers accomplishments**

- Co-Worker 1 is able to fix 25 cars/day



Narration:

As mentioned before he is able to fix 10 cars per day. A good accomplishment, but how does he fare in comparison to his co-workers? On average the top performer in the shop is able to fix 25 cars per day, an excellent accomplishment! So in looking at these two employees, how is the mechanics performance looking? (Pause)

This is why it is so important to look at accomplishments, and not behaviors, when trying to identify performance problems. You can easily measure accomplishments to see if someone is performing as desired, but measuring behaviors often does not give a clear picture.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 6\_a – Performance Gaps (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 6\_b.

## Wireframe



*So what is the point of HPT?*

## Learning Objective(s):

- 2.1 Identify the Performance Gap
  - 2.1.A Define Performance Gap
  - 2.1.B Define Potential for Improving Performance

## Narration:

So now that we have defined Human Performance Technology, Behavior, and Accomplishments... what is the point of HPT?

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 6\_b – Performance Gaps (Some slides are lettered because the information may change, but the slide will remain the same)

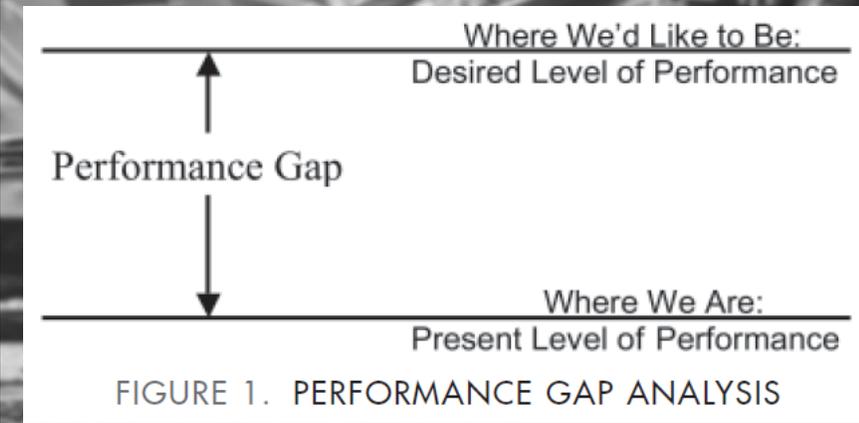
## Instructions:

- Have the information on this slide fly in from different directions if possible.
- This will run on a timeline. After the narration finishes it will switch to the information for 6\_c.

## Wireframe

***So what is the point of HPT?***

**The identification and elimination of performance gaps**



## Learning Objective(s):

- 2.1 Identify the Performance Gap
- 2.1.A Define Performance Gap
- 2.1.B Define Potential for Improving Performance

## Narration:

The identification and elimination of performance gaps! (Pause) That is the point and purpose of human performance technology – the use of scientifically proven methods to identify performance gaps, and to begin closing them.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 6\_c – Performance Gaps (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Have the definition of performance gaps pop up with the narrator begins the definition. Have the levels of performance pop up as they are mentioned.
- Button:
  - Continue to next slide 7\_a

Learning Objective(s):

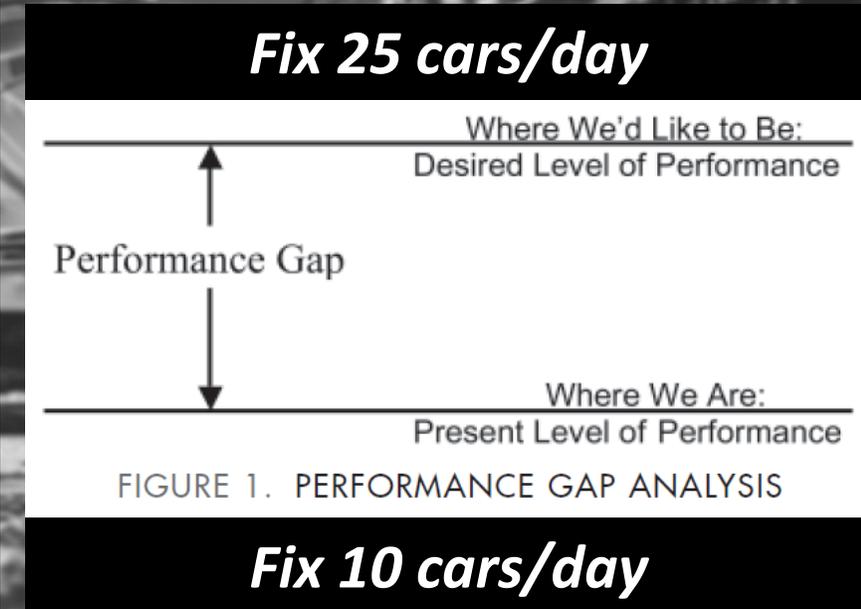
- 2.1 Identify the Performance Gap
  - 2.1.A Define Performance Gap
  - 2.1.B Define Potential for Improving Performance

Wireframe

***So what is the point of HPT?***

**The identification and elimination of performance gaps**

**Performance Gaps** – the difference between “where we are” (the present level of performance) and “where we want to be” (the desired level of performance).



Continue

Narration:

So what is a performance gap? (Pause) Performance gaps are the difference between “where our performers are,” and “where we want them to be.” (Pause) So basically the distance between our performers current level of performance – being able to fix 10 cars per day, and where we would like them to be – being able to fix 25 cars per day.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 7\_a – PIP (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 7\_b.

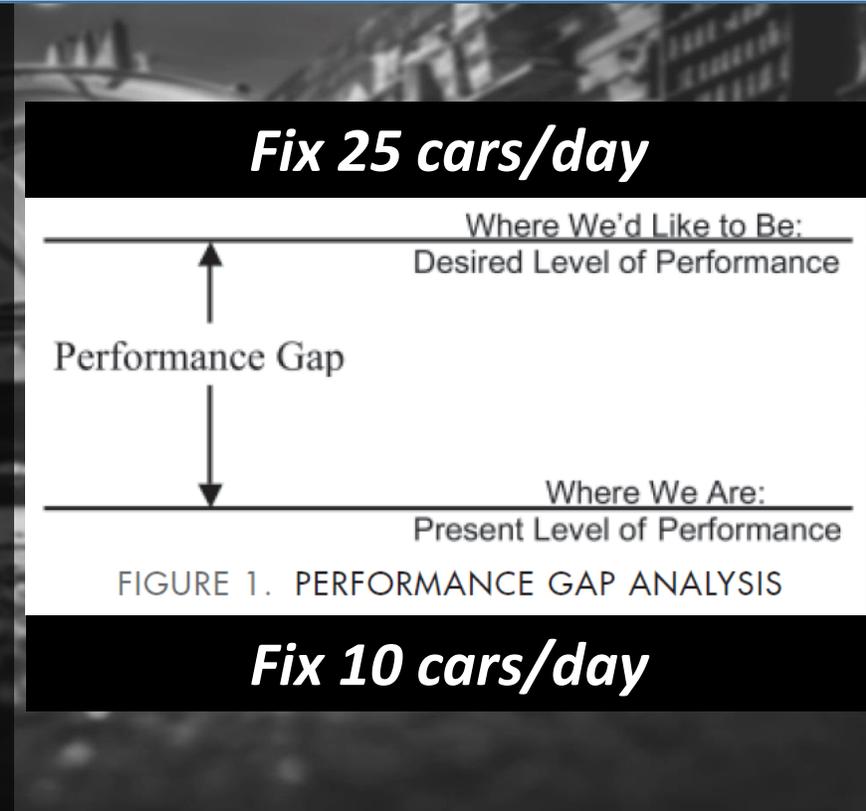
## Learning Objective(s):

- 2.1 Identify the Performance Gap
- 2.1.A Define Performance Gap
- 2.1.B Define Potential for Improving Performance

## Wireframe

*Potential for Improving Performance (PIP)*

$$\frac{W_{\text{Exemplary Performance}}}{W_{\text{Typical Performance}}} - 1$$



## Narration:

Looking at the performance gap, we can then calculate what is known as the Potential for Improving Performance, or PIP. This is taking the worth of the desired level of performance (or Exemplary Performance), and dividing it by the worth of the current level of performance (or Typical Performance), and then subtracting it by one....

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 7\_b – PIP (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Have the PIP pop up when the narrator says what it is.
- This will run on a timeline. After the narration finishes it will switch to the information for 7\_c.

Learning Objective(s):

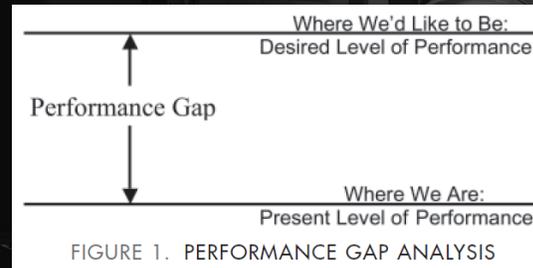
- 2.1 Identify the Performance Gap
- 2.1.A Define Performance Gap
- 2.1.B Define Potential for Improving Performance

Narration:

This gives you your potential for improving performance as a percentage. So if we look again at our mechanic who needs to catch up to his top performing co-worker, we would take the desired performance of fixing 25 cars per day and divide it by his actual performance of fixing 10 cars per day, then subtract by 1. In doing this, we can now see that there is a potential for a 150% improvement in performance. Now this is definitely a huge improvement, but...

## Wireframe

### *Potential for Improving Performance (PIP)*



$$\frac{W_{EP} = 25 \text{ Cars/day}}{W_{TP} = 10 \text{ Cars/day}} - 1 = \text{Potential for a } 150\% \text{ improvement}$$

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 7\_c – PIP (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Button:

- Continue to next slide 8\_a

Learning Objective(s):

2.1 Identify the Performance Gap

2.1.A Define Performance Gap

2.1.B Define Potential for Improving Performance

Wireframe

## *Potential for Improving Performance (PIP)*

### Co-Workers current performance

- Co-worker 1 – 25 cars/day – PIP = 0%
- Co-worker 2 – 19 cars/day – PIP = 31%
- Co-worker 3 – 18 cars/day – PIP = 39%
- Co-worker 4 – 15 cars/day – PIP = 67%
- Co-worker 5 – 13 cars/day – PIP = 92%
- Co-worker 6 – 11 cars/day – PIP = 127%
- Our Mechanic – 10 cars/day – PIP = 150%

**Shop Wide Overall Total PIP = 506%**

Continue

Narration:

....what happens when we begin to look at improving the performance of **all** the mechanics in the shop? If we were able to get everyone performing at the same level as our top performer, we would see an increase in car repairs of 506%, or 59 more cars fixed each day. An exponential improvement in performance for the entire shop! (Pause) This is the point of HPT, to drastically improve performance in a way that is valuable to both the organization and the individuals.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 8\_a – Valued Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Have the definition pop up as the narrator mentions it.
- This will run on a timeline. After the narration finishes it will switch to the information for 8\_b.

Learning Objective(s):

1.3 Identify Worthy Performance and Valued Accomplishments

1.3.A Define Valued Accomplishments

Wireframe

## ***Valued Accomplishments***

Valued Accomplishments – the result obtained is one that the organization, the person performing, and all other significant stakeholders view as being desirable.



Narration:

So now that we have established what the purpose of HPT is, let's move on to talk about the idea of valued accomplishments. These are accomplishments where the results obtained are viewed as being valuable and desirable by the organization, the person, and all other stakeholders involved.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 8\_b – Valued Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 8\_c.

Learning Objective(s):

1.3 Identify Worthy Performance and Valued Accomplishments

1.3.A Define Valued Accomplishments

Wireframe

## *Valued Accomplishments*

Valued Accomplishments – the result obtained is one that the organization, the person performing, and all other significant stakeholders view as being desirable.

VS

Accomplishments – the outcome of the behavior.



Narration:

So what is the point of specifying between valued accomplishments, and regular accomplishments? (Pause)

To help us understand the difference between these two concepts, let's look at an example of teaching a soldier how to shoot.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 8\_c – Valued Accomplishments (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Have the bullet holes appear one at a time – starting with the outside ones. Have the boxes and words appear as narrator mentions them.

- Button:

- Continue to next slide 9

Learning Objective(s):

1.3 Identify Worthy Performance and Valued Accomplishments

1.3.A Define Valued Accomplishments

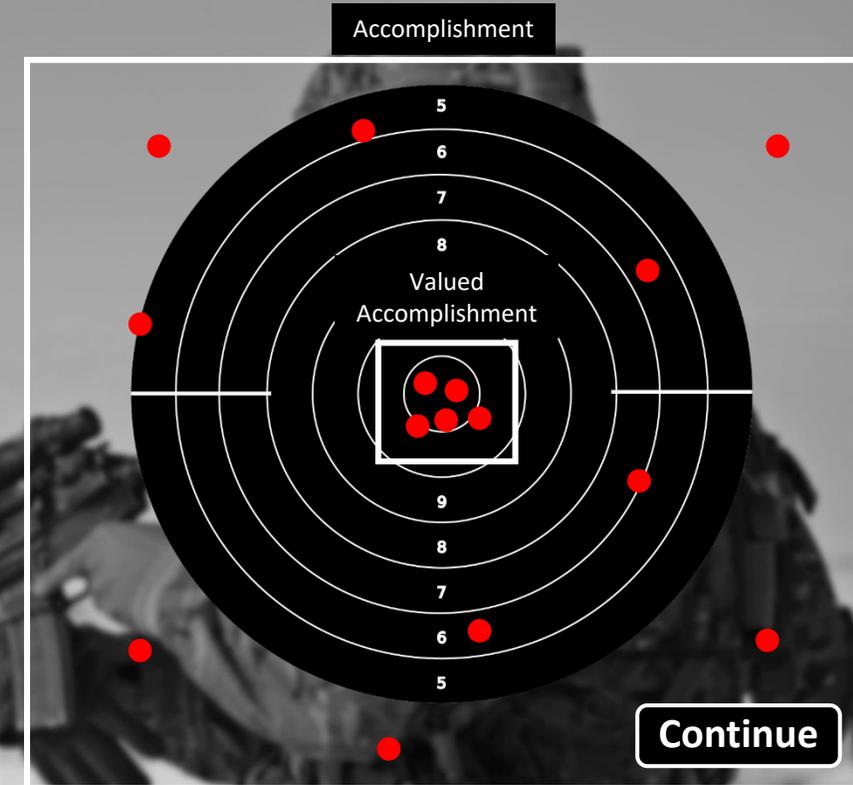
Wireframe

## *Valued Accomplishments*

Valued Accomplishments – the result obtained is one that the organization, the person performing, and all other significant stakeholders view as being desirable.

VS

Accomplishments – the outcome of the behavior.



Narration:

When teaching a soldier how to shoot, where do you want them to hit the target? Of course you want them hitting as close to the center as possible, with a good grouping. This ensures that the soldier knows how to shoot, and ensures you as the instructor that they aren't just shooting at the target blindly trying to hit it. Shooting without precision is an accomplishment (they left bullets in and around the target), but isn't what the instructor is wanting. They want a performer who can shoot well, someone who they believe isn't just shooting blindly at the target, they want accomplishments of value.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 9a – Quick Practice (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will be a drag and drop activity. When they drop the phrases onto the bin, they will fall behind it so that it will give the appearance that they went inside of it. Leave faded versions of the objects, after they drag the object so they can still see what it says.

## - Button:

- Submit (This will submit the results that the learner entered to determine their score)

## Learning Objective(s):

1.3 Identify Worthy Performance and Valued Accomplishments

1.3.A Define Valued Accomplishments

## Wireframe

### *Quick Practice: Identify the Valued Accomplishments*

1.

Desired Performance

Take out the trash 1/day

Actual Performance

Takes out trash 1/week

2.

Desired Performance

Repair 25 cars/day

Actual Performance

Repairs 10 cars/day

3.

Desired Performance

Collect 5,000 oranges/day

Actual Performance

Collected 6,000 apples/day

4.

Desired Performance

Complete 10 reports/week

Actual Performance

Completes 2 reports/day

5.

Desired Performance

Process 100 transactions/day

Actual Performance

Process 150 transactions/day

6.

Desired Performance

Make 20 sales/week

Actual Performance

Makes 2 sales/day



Submit

## Narration:

Can you identify the valued accomplishments? Drag and drop the accomplishments above either into the valued accomplishments bin, or the regular accomplishments bin.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 9b – Quick Practice (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- Button:
  - Continue to next slide 10\_a (This will replace the submit button after they have submitted their answers)

Learning Objective(s):

1.3 Identify Worthy Performance and Valued Accomplishments

1.3.A Define Valued Accomplishments

Wireframe

## *Quick Practice: Identify the Valued Accomplishments*

- |  |   |  |
|--|---|--|
| 1.<br><u>Desired Performance</u><br>Take out the trash 1/day<br><u>Actual Performance</u><br>Takes out trash 1/week  | 2.<br><u>Desired Performance</u><br>Repair 25 cars/day<br><u>Actual Performance</u><br>Repairs 10 cars/day                    | 3.<br><u>Desired Performance</u><br>Collect 5,000 oranges/day<br><u>Actual Performance</u><br>Collected 6,000 apples/day |
| 4.<br><u>Desired Performance</u><br>Complete 10 reports/week<br><u>Actual Performance</u><br>Completes 2 reports/day | 5.<br><u>Desired Performance</u><br>Process 100 transactions/day<br><u>Actual Performance</u><br>Process 150 transactions/day | 6.<br><u>Desired Performance</u><br>Make 20 sales/week<br><u>Actual Performance</u><br>Makes 2 sales/day                 |



Continue

Narration:

Accomplishments three, four, and five are all examples of valued accomplishments, because the actual performance either met the desired performance or exceeded it. Accomplishments one, two, and six are all examples of regular accomplishments because they don't reach the level of performance that is desired. (Pause)

Now that we have defined HPT, identified the purpose of HPT, and introduced you to the concept of valued performance, let's take a look at this idea of "worthy performance problems."

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 10\_a – Worthy Performance (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Show part A) of the definition, have the second part come on screen when it gets to the second part of the narration.
- This will run on a timeline. After the narration finishes it will switch to the information for 10\_b.

## Learning Objective(s):

- 1.3.B Define Worthy Performance
- 2.2 Identify if it is a problem worth pursuing
  - 2.2.A Define Worth, Value, and Cost

## Narration:

What is the purpose of identifying a “worthy performance problem,” and why it is so important that we start with this? A worthy performance problem is one that can’t easily be resolved, but would be of value if resolved.

## Wireframe

### ***Identifying the Worthy Performance Problem***

#### **Worthy Performance Problem:**

- A) A performance problem that isn’t easily resolvable, and were the value of resolving it would outweigh the costs of fixing it.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 10\_b – Worth, Value, and Cost (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- The definitions and the  $W = V/C$  will already be on the screen, the other stuff will appear as the narrators mentions them – Value, Cost, ROI, and the background will blur.
- This will run on a timeline. They will have to hit the space bar to continue, but when they do it will switch to the information for 10\_c.

## Learning Objective(s):

- 1.3.B Define Worthy Performance
- 2.2 Identify if it is a problem worth pursuing
- 2.2.A Define Worth, Value, and Cost

## Wireframe

$$W = \frac{V}{C}$$

**Worth:** comparing value (e.g. what buyers would pay for it) to cost.

**Value:** the regard that something is held to deserve; the importance, worth, or usefulness of something.

**Cost:** - an amount that has to be paid or spent to buy or obtain something.

*Value = 15 cars/day, at  
= \$150/car  
=\$2,250 increase in profit/day  
=\$558,000/year*

*Intervention Cost = \$1,000,000 over a  
10 year period*

$\frac{\$558,000}{\$100,000} =$  Ratio of 5.58:1  
or  
For every \$1 spent they will earn \$5.58

*Click the Space Bar to Continue*

## Narration:

To determine if a problem is worth solving, you must look at the equation Worth equals Value divided by Cost. (Pause) Let's look again at our example of the mechanic in the shop. So if we look at increasing our mechanics performance by 15 cars per day, over a year this would give us an increased profit of \$558,000 per year. (Pause) Now let's assume that the intervention we implement, whatever it is, costs \$1 million over a 10 year period. (Pause) This may seem like it isn't worth it, but when you consider that the \$1 million will be spent over 10 years the value becomes clear. (Pause) When looking at it in this light you quickly realize that over 10 years, for every \$1 you spend you will be earning \$5.58, a substantial increase in profit. Take a moment to review the page, when you are ready press the enter key to continue.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 10\_c – Worthy Performance (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Show part A) of the definition, have the second part come on screen when it gets to the second part of the narration.
- Button:
  - Continue to next slide 11a

## Learning Objective(s):

- 1.3.B Define Worthy Performance
- 2.2 Identify if it is a problem worth pursuing
  - 2.2.A Define Worth, Value, and Cost

## Narration:

This takes us to the second part of our “worthy performance problem” definition, which is that for a worthy performance problem further analysis should be done to determine the causes of the problem so that effective solutions can be found. (Pause) Conducting a full analysis on a problem that isn’t worthy, would just be a waste of both time and money.

## Wireframe

# *Identifying the Worthy Performance Problem*

## Worthy Performance Problem:

- A) A performance problem that isn’t easily resolvable, and were the value of resolving it would outweigh the costs of fixing it.
- B) Were further analysis should be done to determine the potential causes of the problem, and to find effective solutions that target these performance problems

Continue

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 11a – Matching Quiz (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will be a simple word matching quiz. They just need to select the proper definition by putting it into the box next to the word.
- Button:
  - Submit 11b (This will submit the results that the learner entered to determine their score)

## Learning Objective(s):

1.1 Define HPT; 1.2.A Define Behavior; 1.2.B Define Accomplishment; 1.3.A Define Valued Accomplishments; 1.3.B Define Worthy Performance; 2.1.A Define Performance Gap; 2.1.B Define Potential for Improving Performance; 2.2.A Define Worth, Value, and Cost

## Wireframe

### *Matching Quiz: Match the Words with their Definition*

- Human Performance Technology
- Behavior
- Accomplishment
- Valued Accomplishments
- Worthy Performance Problem
- Performance Gap
- Potential for Improving Performance
- Worth
- Value
- Cost

- A) A performance problem that isn't easily resolvable, and were the value of resolving it would outweigh the costs of fixing it.
- B) Something a person does that involves an action.
- C) The difference between "where we are" (the present level of performance) and "where we want to be" (the desired level of performance).
- D) The result obtained is one that the organization, the person performing, and all other significant stakeholders view as being desirable.
- E) The amount that has to be paid or spent to buy or obtain something.
- F) Applying what science and respectable professional practice have discovered that can help us achieve valued performance from and through people
- G) The outcome of the behavior.
- H) The regard that something is held to deserve; the importance, worth, or usefulness of something.
- I)  $\frac{W_{\text{Exemplary Performance}}}{W_{\text{Typical Performance}}} - 1$
- J) Comparing value (e.g. what buyers would pay for it) to cost.

Submit

## Narration:

Now that you have a solid understanding of what Human Performance Technology is, let's see if you can remember the definitions of the various concepts that have been taught. Type the letter of the words corresponding definition, into the box next to the word. Once you are finished, hit submit to check your answers.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 11b – Matching Quiz (Some slides are lettered because the information may change, but the slide will remain the same)

Instructions:

- They must get a score of 100% to pass, if they are not able to they have to start over. The retry button at the bottom will be replaced with a continue button when they pass.
- Button:
  - Continue to next slide 12\_a (This will replace the submit button after they have submitted their answers)

Learning Objective(s):

1.1 Define HPT; 1.2.A Define Behavior; 1.2.B Define Accomplishment; 1.3.A Define Valued Accomplishments; 1.3.B Define Worthy Performance; 2.1.A Define Performance Gap; 2.1.B Define Potential for Improving Performance; 2.2.A Define Worth, Value, and Cost

Wireframe

## *Matching Quiz: Match the Words with their Definition*

- F Human Performance Technology
- B Behavior
- G Accomplishment
- D Valued Accomplishments
- A Worthy Performance Problem
- C Performance Gap
- I Potential for Improving Performance
- J Worth
- H Value
- E Cost

- A) A performance problem that isn't easily resolvable, and were the value of resolving it would outweigh the costs of fixing it.
- B) Something a person does that involves an action.
- C) The difference between "where we are" (the present level of performance) and "where we want to be" (the desired level of performance).
- D) The result obtained is one that the organization, the person performing, and all other significant stakeholders view as being desirable.
- E) The amount that has to be paid or spent to buy or obtain something.
- F) Applying what science and respectable professional practice have discovered that can help us achieve valued performance from and through people
- G) The outcome of the behavior.
- H) The regard that something is held to deserve; the importance, worth, or usefulness of something.
- I)  $\frac{W_{\text{Exemplary Performance}}}{W_{\text{Typical Performance}}} - 1$
- J) Comparing value (e.g. what buyers would pay for it) to cost.

Retry

Narration:

**(If Passed)** Good job! You got them all correct! You truly know your stuff! Now let's move on to identifying a worthy performance problem.

**(If Failed)** Not quite, hit the retry button in the bottom right to try again!

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 12\_a – Identify a Performance Problem (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 12\_b.

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
  - 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
  - 2.3 Identify any potential barriers in regards to consequences
  - 2.4 Determine if the problem is caused by a skill deficiency
  - 2.5 Recognize and identify other barriers.

## Narration:

Now let's begin the process of identifying a worthy performance problem. (Pause) During this process you will be answering a number of questions about the performance problem you select to help you determine if it is problem worth pursuing. Because of this, please ensure that the performance problem you have chosen is either real, or one you a very familiar with.

## Wireframe

### *Identify your Performance Problem*

#### What is your potential Problem?

- Students aren't turning their homework in on time?
- Staff aren't making enough sales?
- Staff are making too many errors in their reports?
- Not enough cars are being repaired?
- Staff aren't clocking out when they are supposed to?

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 12\_b – Identify a Performance Problem (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- This will run on a timeline. After the narration finishes it will switch to the information for 13.

## Wireframe

***Identify your Performance Problem***

**Please select a real performance problem!!!**

**Continue**

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
  - 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
  - 2.3 Identify any potential barriers in regards to consequences
  - 2.4 Determine if the problem is caused by a skill deficiency
  - 2.5 Recognize and identify other barriers.

## Narration:

Please take a moment to think this over.

When you are ready, please use the text box below to explain, in a short sentence, the performance problem you would like to analyze further, and then hit continue.

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 13 – Identifying Worthy Performance Problems (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background
- Buttons will be placed over each section so that the learner can visit each box to answer questions specific to them. They will be required to go in order, but can go back to visit ones they have already been to, to modify answers.

## Buttons:

- Continue to next slide (This is dependent on which box they select)
- Results (This will appear after they have visited each section)

## Learning Objective(s):

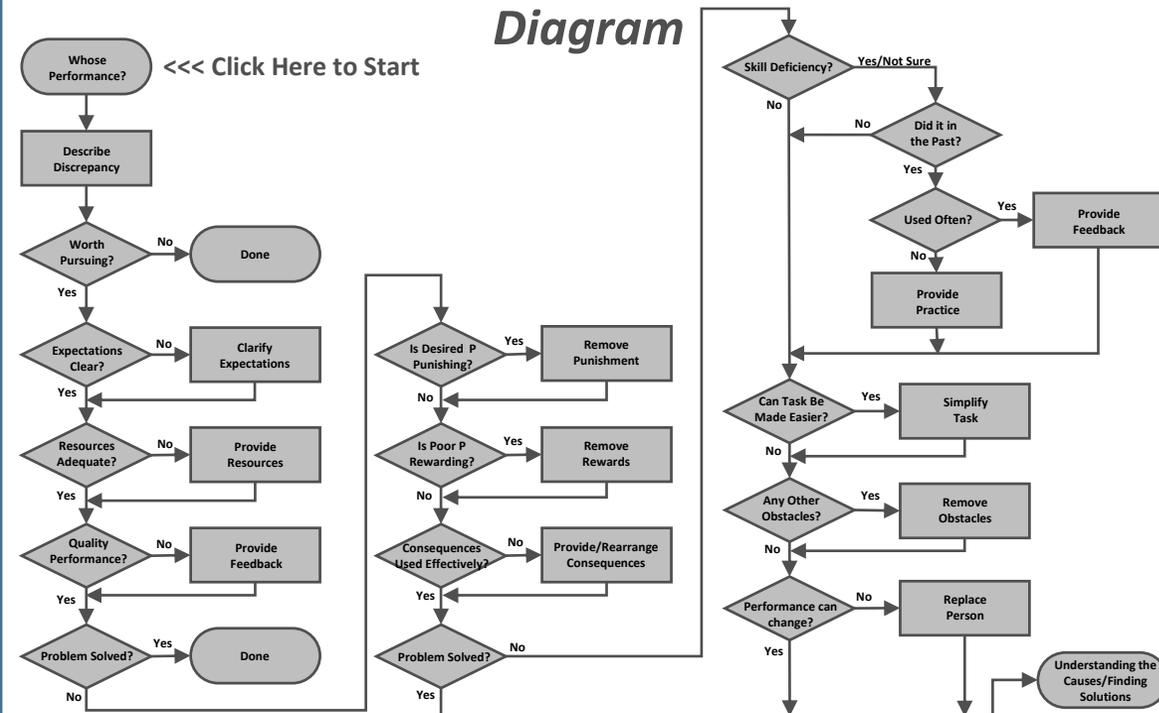
2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

To help you identify if your performance problem is worth pursuing, and to get some clarifying information about your performance problem, we will use Mager and Pipe's Performance Analysis Flow Diagram. During this portion you will be answering a number of questions about the performance problem you identified before, so please consider each question carefully. To begin, click on the first part of the Diagram in the upper left hand corner of the screen. You will be required to follow the Diagram in order, however you will be allowed to return to sections you have already visited to update answers as needed.

## Wireframe

### *Mager and Pipe's (1997) Performance Analysis Flow Diagram*



See Your Final Results

Download PDF of Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 14 – What’s the Problem? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quite music playing in the background
- Buttons:
  - Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

Read through the snippet, and then answer the question, or questions, in the box below. Once you are finished return to the diagram, by clicking on the button in the bottom right hand corner of the screen, and make your way through the Performance Analysis Flow Diagram by clicking on each box. Once you are finished you will be able to see a collection of all of your answers.

## Wireframe

### *What’s the Problem?*

To begin, start by identifying who's performance you are talking about (the individual or the group).

#### 2 reasons why:

- 1) Ensures you will be analyzing a “people performance problem,” not some other kind of problem, and
- 2) Performance interventions depend on the type of people you are dealing with, what works for one may not work for the other.

**Whose performance are you concerned about?**

Go back to the  
Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 15 – What’s the Problem? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems

2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.

2.3 Identify any potential barriers in regards to consequences

2.4 Determine if the problem is caused by a skill deficiency

2.5 Recognize and identify other barriers.

## Narration:

## Wireframe

### *What’s the Problem?*

**What is the performance discrepancy? What is their current/actual level of performance, and where do we want them to be?**

Note: This is not a time to make assumptions about why they aren’t performing, at this point just identify what the performance is and compare it to what you want it to be.

**What is the desired level of performance?**

**What is the actual level of performance?**

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 16 – Is it Worth Solving? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

- Go back to Diagram - slide 13

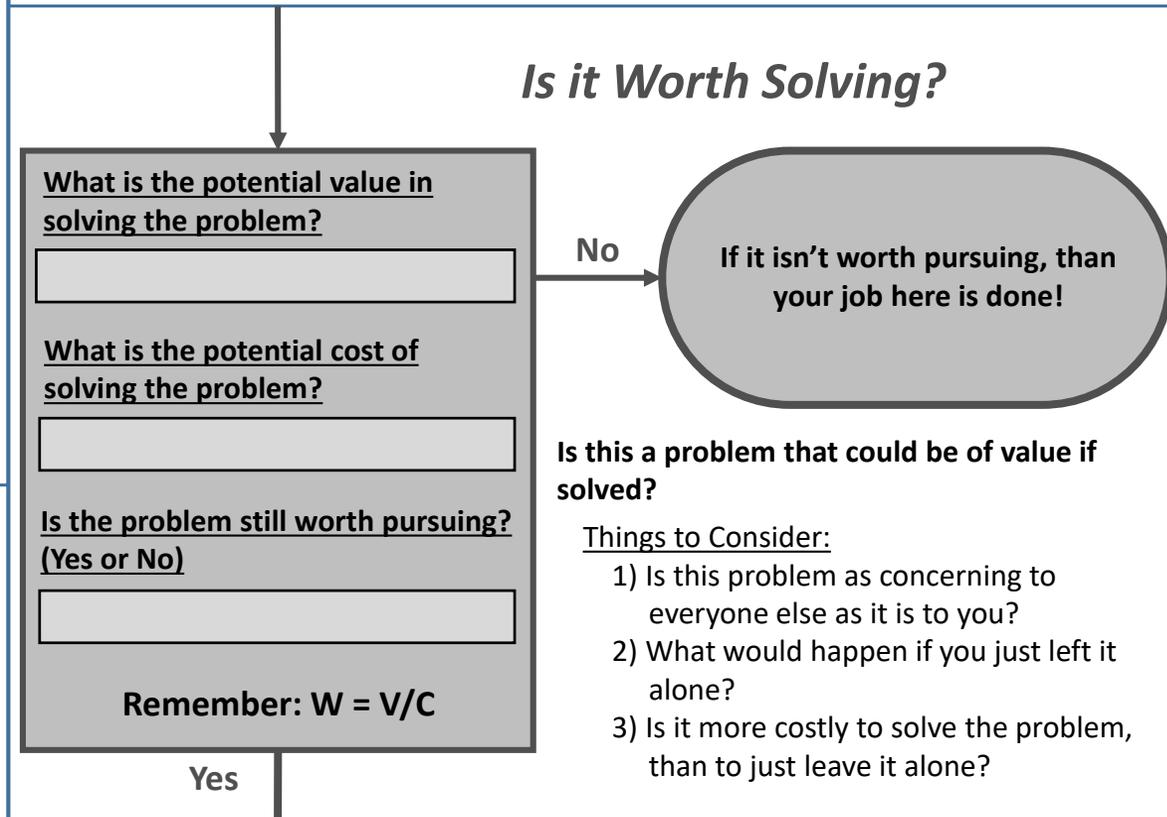
## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

Even if you believe that your performance problem isn't worth pursuing, continue through each section of the Performance Analysis Flow Diagram to answer the questions. This will give you further insight into your performance problem, and help you to see what the entire Performance Analysis Flow Diagram encompasses. However, note that in a real life situation, if you determine that your performance problem isn't worth pursuing at this point, there would be no need to continue.

## Wireframe



Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 17 – Can We Apply Fast Fixes? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

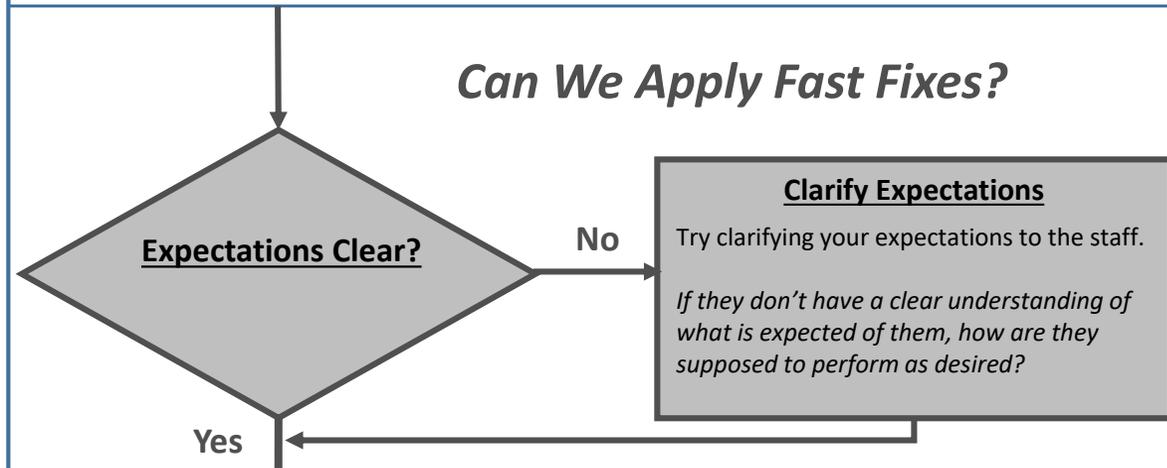
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use W=V/C to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Are the performance expectations clear?**

### Things to Consider:

- 1) Have performers been notified of the expectation? (e.g. "No body told me...")
- 2) Do the performers know the actual expectations?
- 3) Could any of the expectations have been misinterpreted?

**Please respond here:**

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 18 – Can We Apply Fast Fixes? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

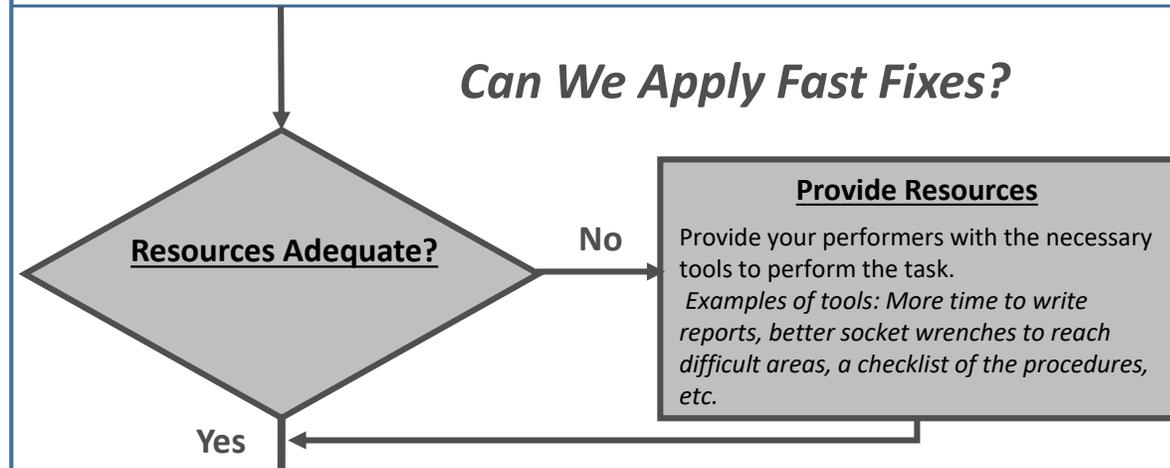
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Do the performers have the necessary recourse and tools?**

### Things to Consider:

- 1) What tools or resources might the performers be missing?
- 2) Do the performers have enough time to complete the task as desired?
- 3) What tools or resources would help you to do the job better?

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 19 – Can We Apply Fast Fixes? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

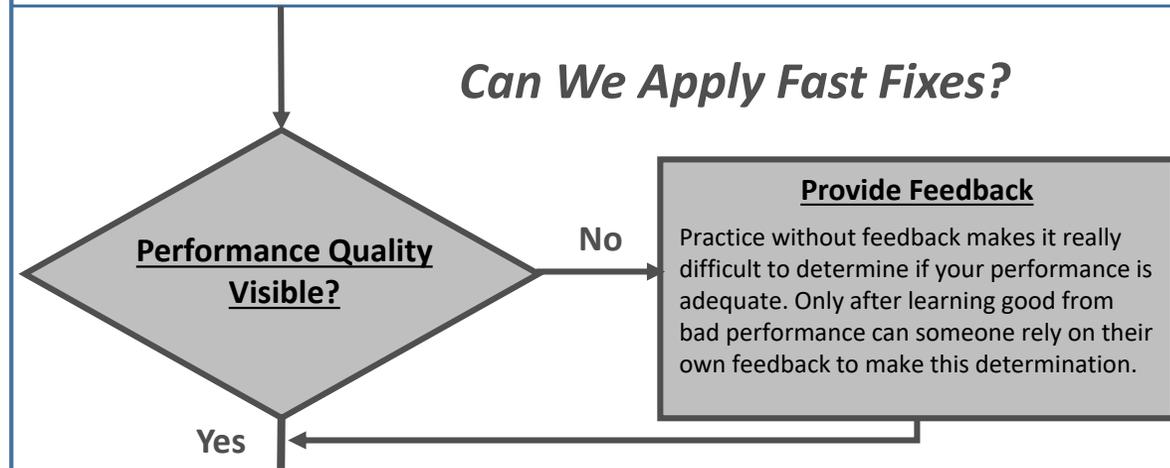
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use W=V/C to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Are the performers receiving feedback on their performance?**

### Things to Consider:

- 1) Can the performer determine, on their own, if their performance is adequate?
- 2) Would feedback assist the learners in correcting mistakes?
- 3) Is any feedback being given to the performer? If so is it good feedback?

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 20 – Can We Apply Fast Fixes? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems

2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.

2.3 Identify any potential barriers in regards to consequences

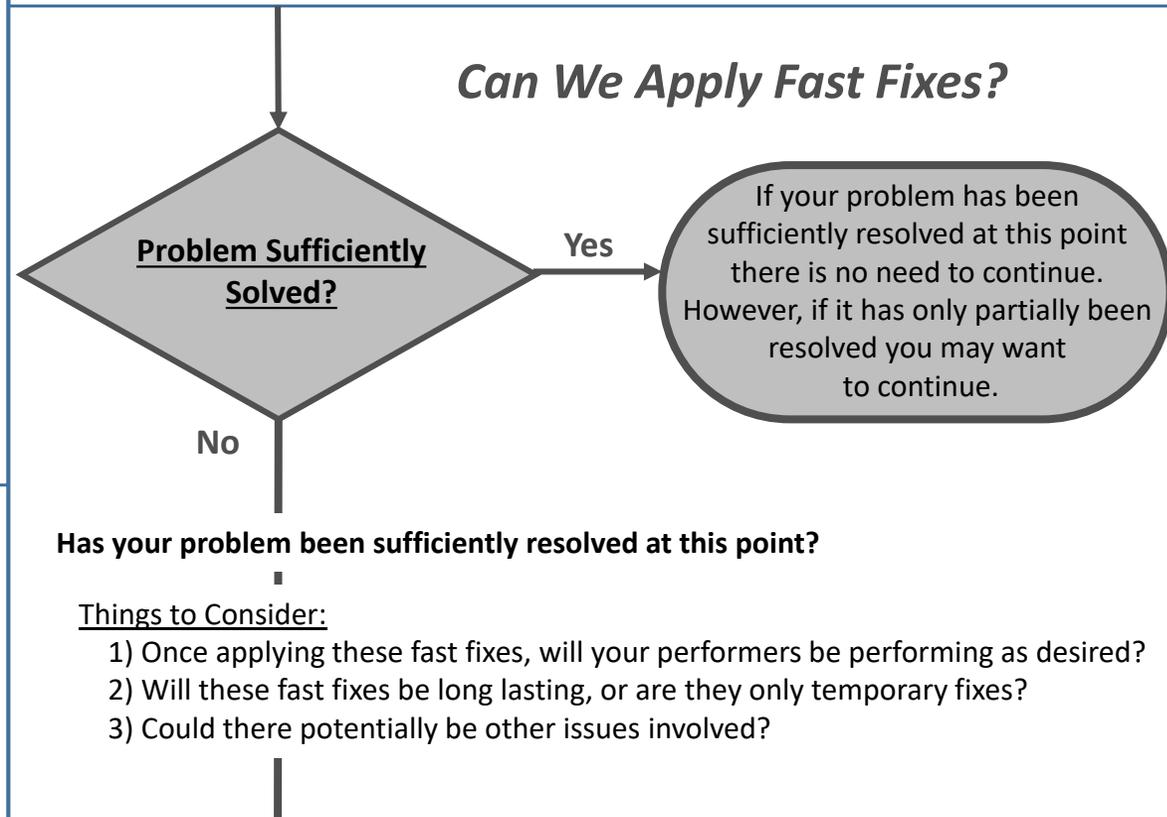
2.4 Determine if the problem is caused by a skill deficiency

2.5 Recognize and identify other barriers.

## Narration:

Even if you believe that your performance problem has been fully solved at this point, continue through each section of the Diagram to answer the questions. This will give you further insight into your performance problem, and help you to see what the entire Performance Analysis Flow Diagram encompasses. However, note that in a real life situation, if you determine that your performance problem was resolved at this point, there may be no point in continuing, unless the fast fixes didn't fully resolve your problem.

## Wireframe



Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 21 –Are Consequences Appropriate? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

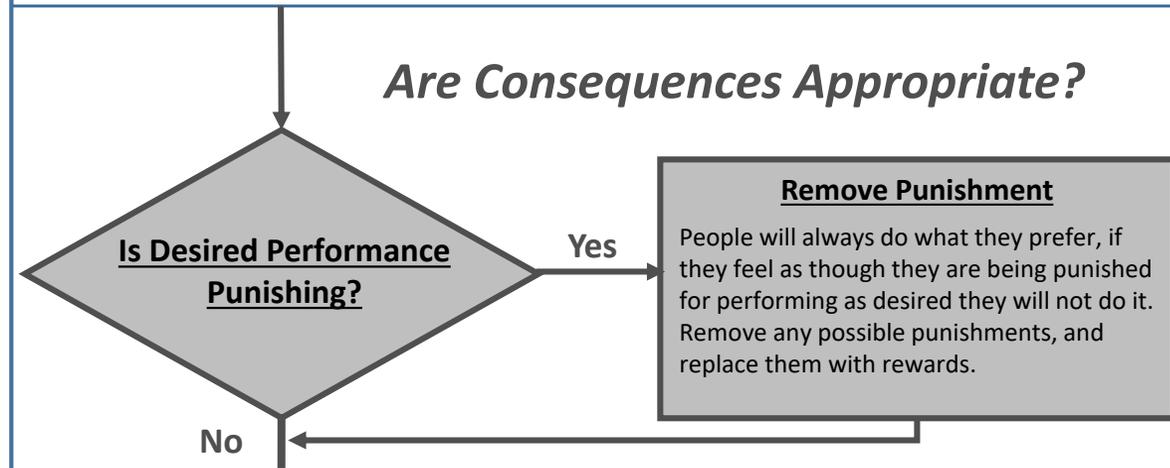
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Are the performers being punished for performing as desired?**

### Things to Consider:

- 1) Are the performers being given extra work for performing as desired?
- 2) What would be the result to the performer if they do as you ask?
- 3) People avoid the desired behavior if they feel like they will be punished for it.

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 22 – Are Consequences Appropriate? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

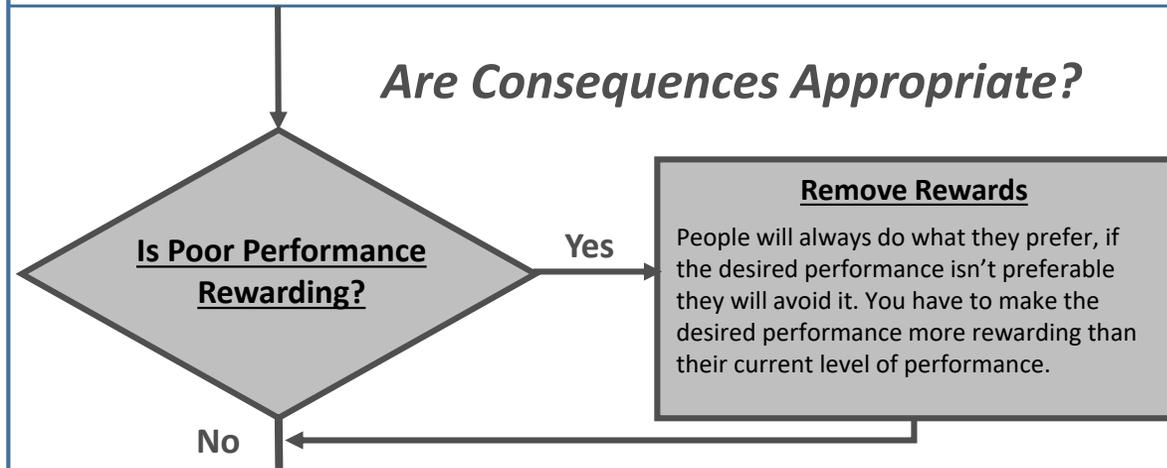
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Are the performers being rewarded for not doing what is desired?**

### Things to Consider:

- 1) Does doing it wrong, lead to more favorable consequences than doing it right?
- 2) Could the performer consider it more rewarding not to perform as desired?
- 3) What happens to the performer if they don't do as desired?

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 23 – Are Consequences Appropriate? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

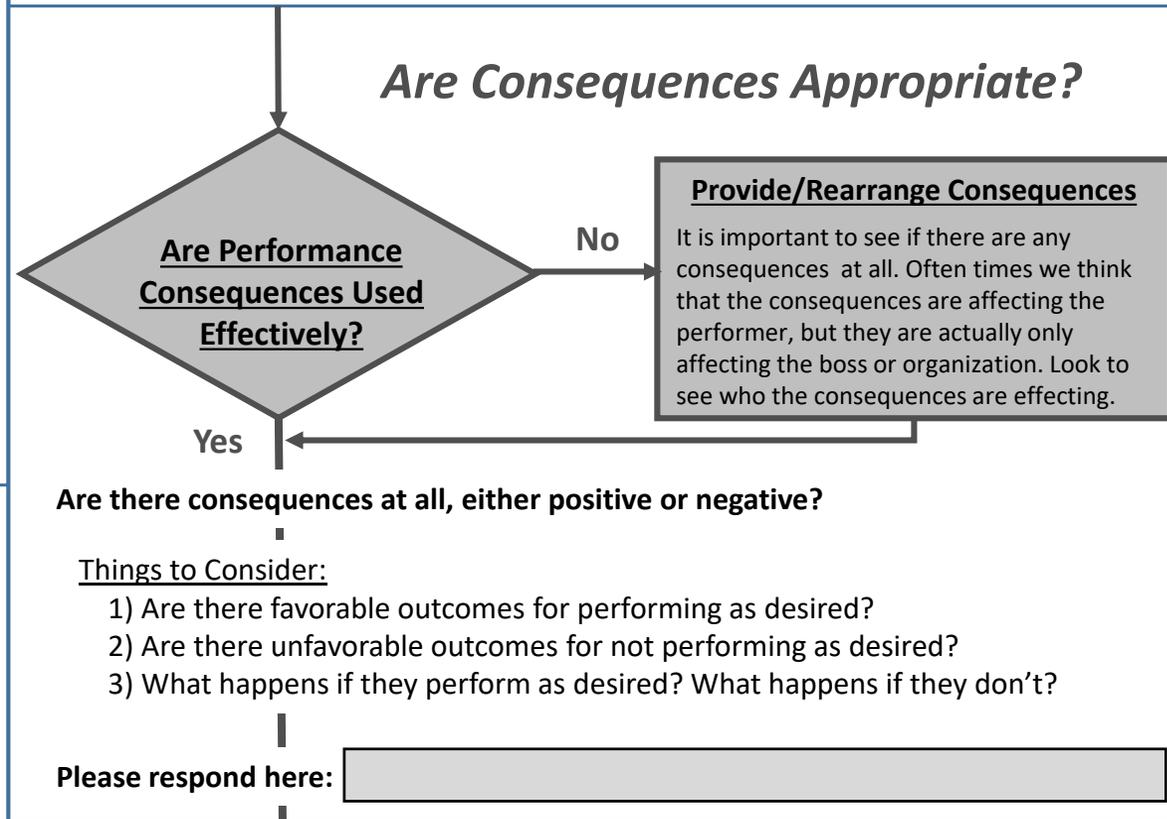
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 24 – Are Consequences Appropriate? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems

2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.

2.3 Identify any potential barriers in regards to consequences

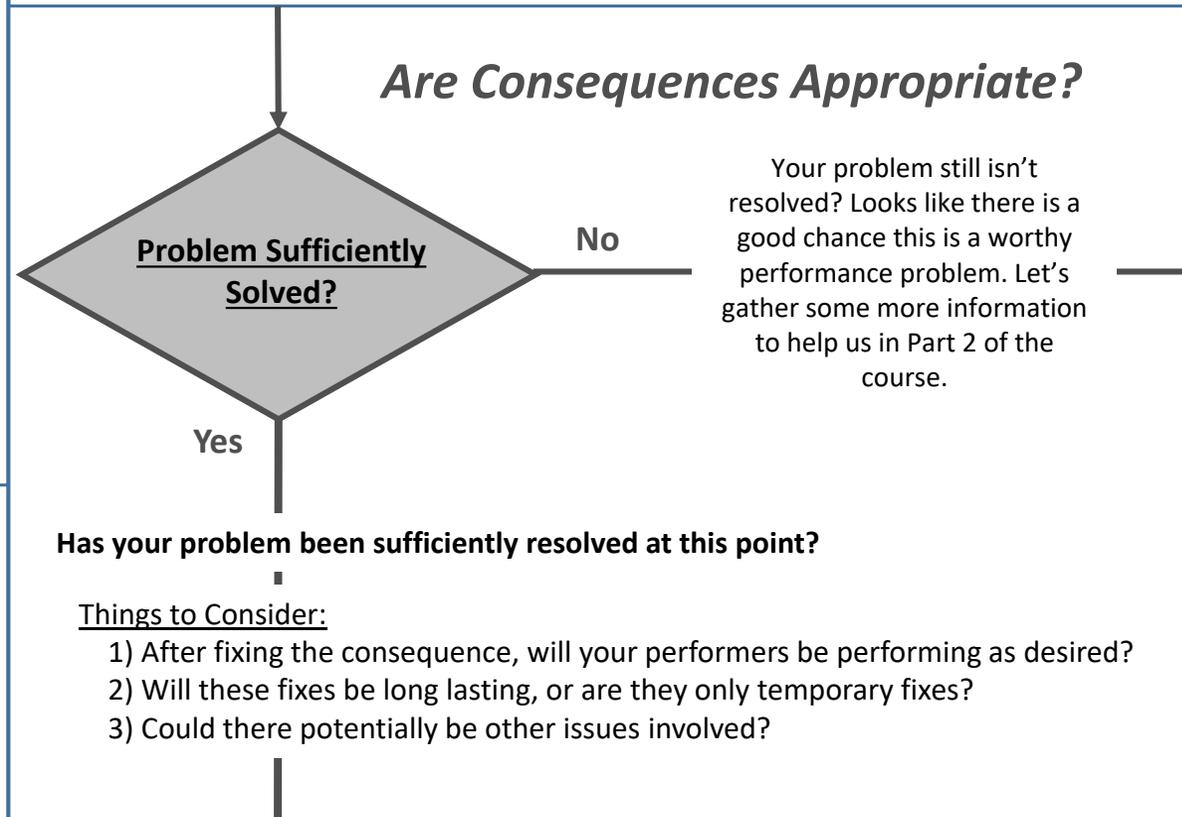
2.4 Determine if the problem is caused by a skill deficiency

2.5 Recognize and identify other barriers.

## Narration:

Even if you believe that you have found the solution to your performance problem, continue through each section of the Diagram and answer the questions. This will give you further insight into your performance problem, and help you to see what the entire Performance Analysis Flow Diagram encompasses. However, note that in a real life situation, if you determine that your performance problem could be resolved at this point, the next step would be to implement potential solutions – more on this will be discussed in Part 2 of the course.

## Wireframe



Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 25 – Do They Already Know How? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

- Go back to Diagram - slide 13

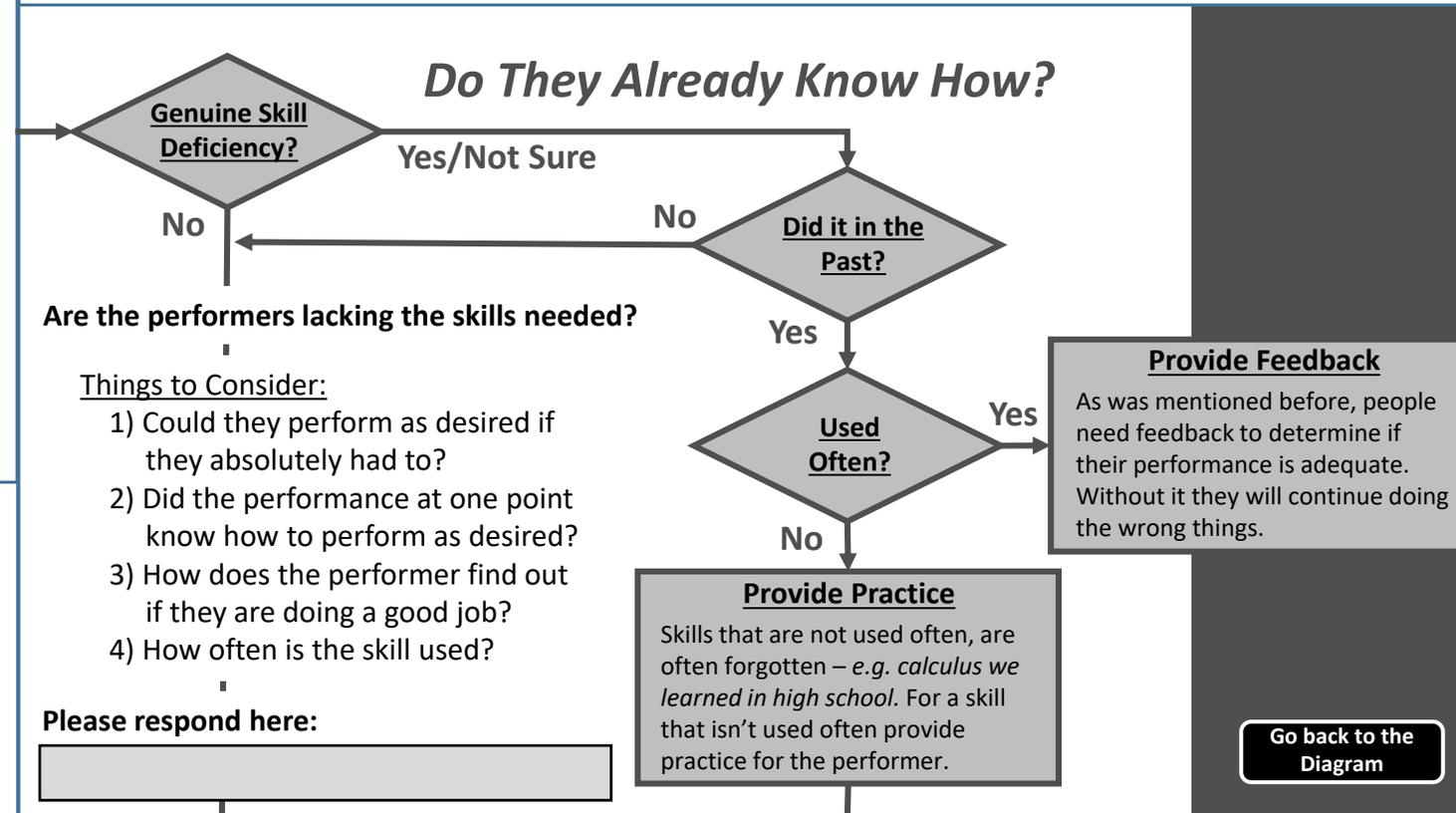
## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

In your response, please remember to consider each part of the diagram on the screen to answer the question “is this a genuine skill deficiency?”

## Wireframe



# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 26 – Are There More Clues? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

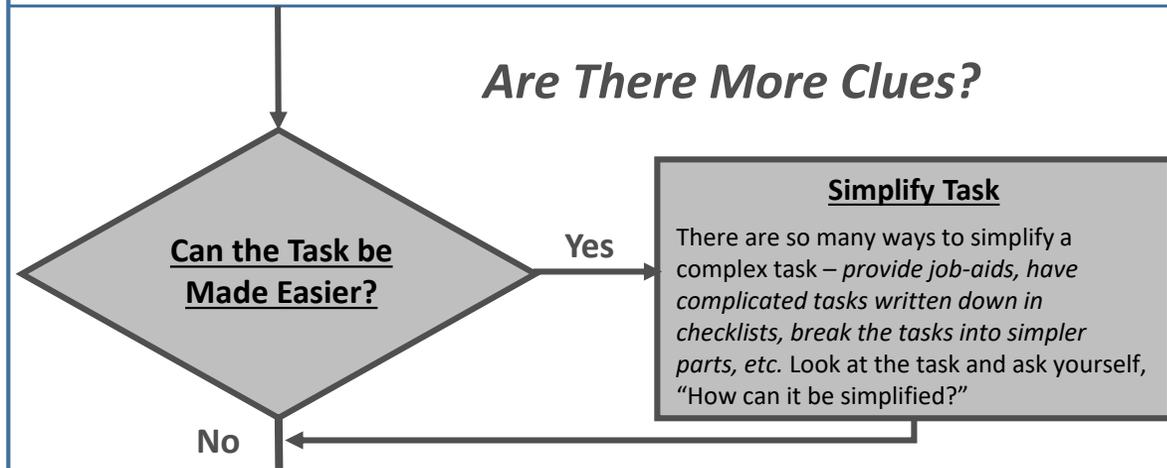
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use W=V/C to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Is there anything that can be done to simplify the task? (Job-Aids, Task Coding, etc.)**

### Things to Consider:

- 1) Can the standards by which the performance is judged be reduced?
- 2) How is needed information stored? In someone's head, or written down?
- 3) Can part of the job be given to someone else?

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 27 – Are There More Clues? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

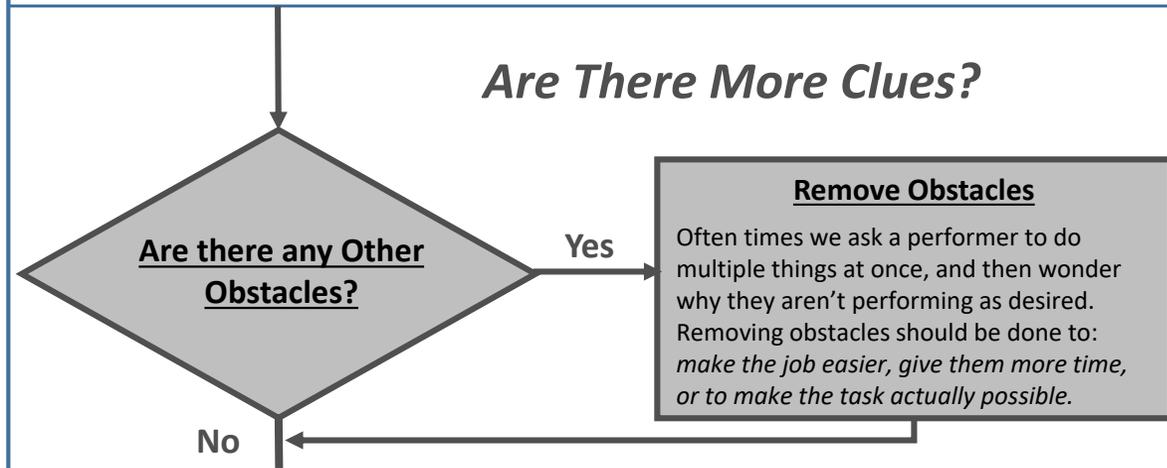
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Can you identify any other obstacles that may be getting in the way?**

### Things to Consider:

- 1) What things could be getting in the way of this person performing as desired?
- 2) Are there conflicting demands? Are there competing tasks to be performed?
- 3) Can obstacles be removed without affecting desired performance?

Please respond here:

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 28 – Are There More Clues? (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background

## Buttons:

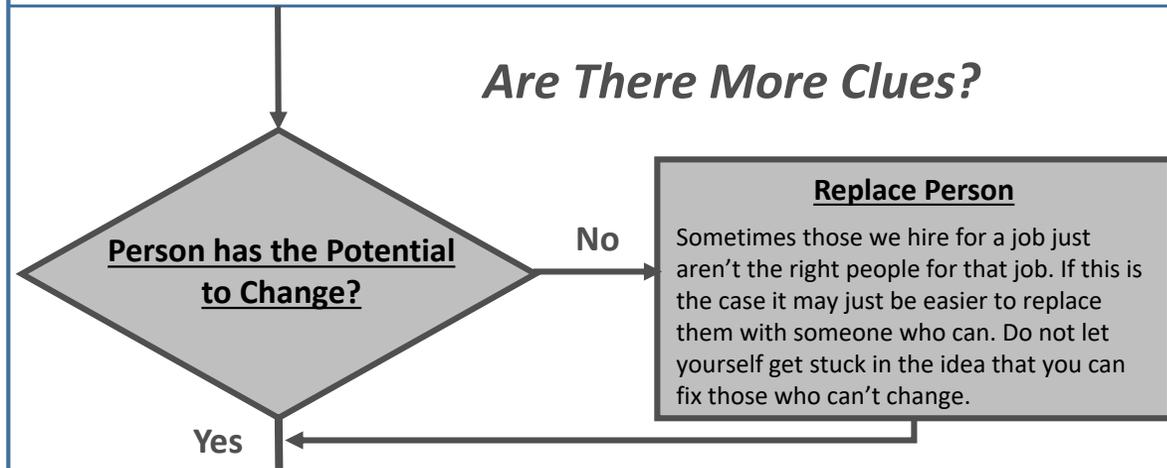
- Go back to Diagram - slide 13

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

## Wireframe



**Will any intervention actually help the performer?**

### Things to Consider:

- 1) Is this the right person for the job?
- 2) Could this person learn the job? Are they capable of performing as desired?
- 3) Is it possible the performer is over-qualified for the job?

**Please respond here:**

Go back to the Diagram

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 29 – Understanding the Cause/Finding Solutions (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background
- Buttons:
  - Go back to Diagram - slide 30

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
  - 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
  - 2.3 Identify any potential barriers in regards to consequences
  - 2.4 Determine if the problem is caused by a skill deficiency
  - 2.5 Recognize and identify other barriers.

## Narration:

In part two of this Human Performance Technology course, you will conduct a further cause analysis that will give you a clearer picture of the causes of your performance problem, and will help you to understand the importance of identifying the causes prior to implementing solutions. If there is any additional information you feel would be important, please specify in the additional information boxes. When you are ready, click on the button in the bottom right hand corner of the screen to see the results of your Performance Analysis.

## Wireframe

### *Understanding the Causes/Finding Solutions*

**Any additional information you would like to include?  
The more information you provide the easier it will be to begin  
understanding the causes, and identifying solutions.**

**Additional Information:**

**Additional Information:**

**Additional Information:**

See/Print Analysis  
Answers

# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 30 – Performance Analysis Results (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quiet music playing in the background
- The yellow squares will not actually be in the presentation, these just represent where the results will appear.
- Buttons:
  - Go back to Diagram - slide 13
  - Download PDF of Diagram (downloads a PDF version of the Performance Analysis Flow Diagram)
  - Continue – slide 31
  - Print button – Prints off the whole screen

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
- 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
- 2.3 Identify any potential barriers in regards to consequences
- 2.4 Determine if the problem is caused by a skill deficiency
- 2.5 Recognize and identify other barriers.

## Narration:

Take a moment to look over your results, if there is anything you would like to change feel free to return to the Diagram to change your responses. Otherwise please print off your results using the print icon in the bar below, as you will want to bring these results with you when you come to part two of this HPT course. Once you are ready, click continue to move on in the course.

## Wireframe

### *Performance Analysis Flow Diagram Results*

#### Identify your Performance Problem

[Yellow box]

#### Whose performance are you concerned about?

[Yellow box]

#### What is the potential value in solving the problem?

[Yellow box]

#### What is the potential cost of solving the problem?

[Yellow box]

#### Is the problem still worth pursuing?

[Yellow box]

#### Expectations Clear?

[Yellow box]

#### Resources Adequate?

[Yellow box]

#### Performance Quality Visible?

[Yellow box]

#### Is Desired Performance Punishing?

[Yellow box]

#### Is Poor Performance Rewarding?

[Yellow box]

#### Are Performance Consequences Used Effectively?

[Yellow box]

#### Genuine Skill Deficiency? Did it in the Past? Used Often?

[Yellow box]

#### Can the Task be Made Easier?

[Yellow box]

#### Are there any Other Obstacles?

[Yellow box]

#### Person has the Potential to Change?

[Yellow box]

#### Additional Information:

[Yellow box]

#### Additional Information:

[Yellow box]

#### Additional Information:

[Yellow box]

Continue

Download PDF of  
the Diagram

Return to the  
Diagram

Click on the Print  
Icon Below

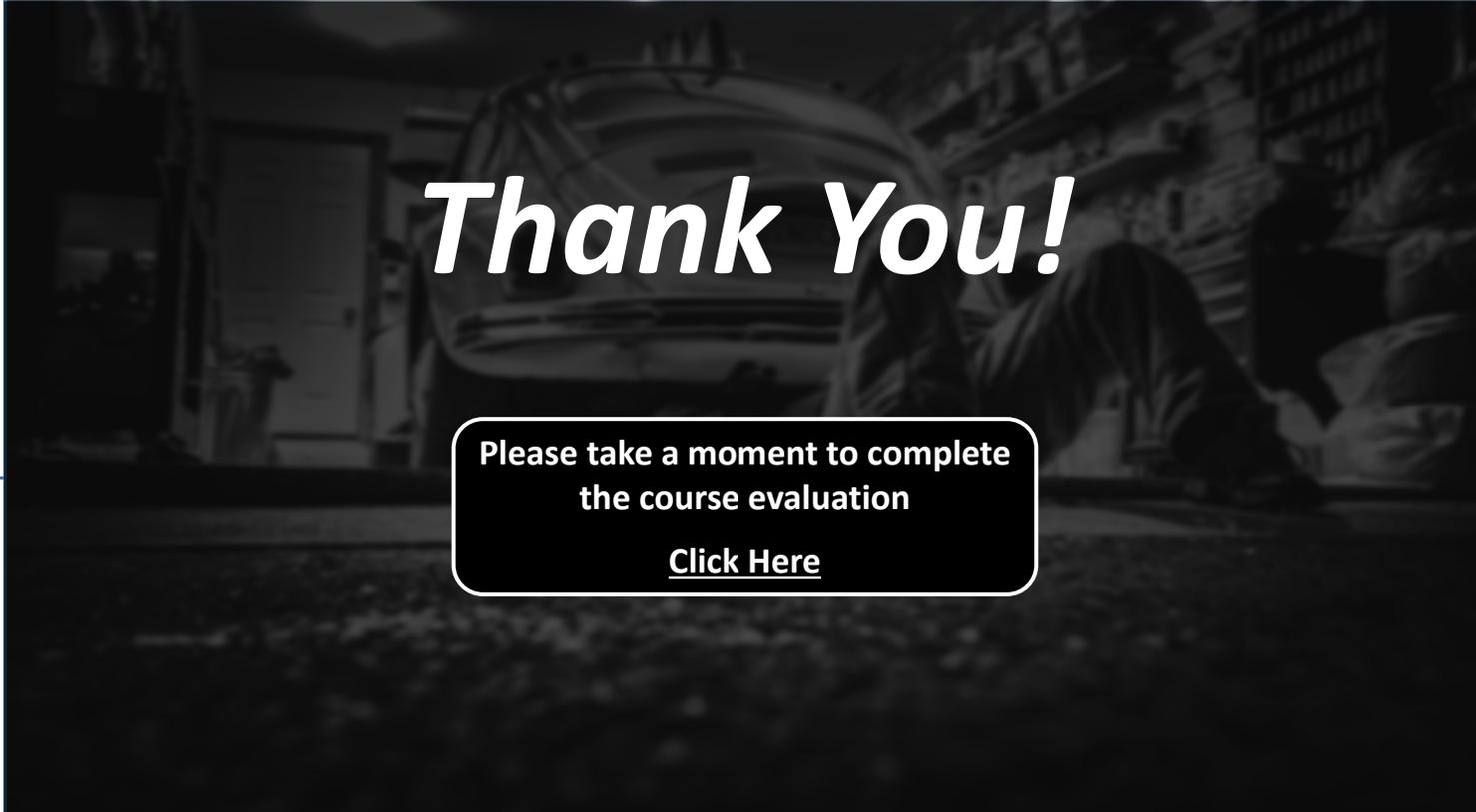
# Title: Human Performance Technology – Identifying Worthy Performance Problems

Slide Number(s): 31 – Performance Analysis Results (Some slides are lettered because the information may change, but the slide will remain the same)

## Instructions:

- Calm and quite music playing in the background
- Buttons:
  - Go back to Diagram - slide 30

## Wireframe



*Thank You!*

Please take a moment to complete  
the course evaluation

[Click Here](#)

## Learning Objective(s):

2. Use the Performance Analysis Flow Diagram to Identify Worthy Performance Problems
  - 2.2 Use  $W=V/C$  to identify if it is a problem worth pursuing.
  - 2.3 Identify any potential barriers in regards to consequences
  - 2.4 Determine if the problem is caused by a skill deficiency
  - 2.5 Recognize and identify other barriers.

## Narration:

Thank you for completing part one of the Human Performance Technology course. I hope that you were able to gain some great insights into the world of performance improvement, and we look forward to seeing you in class for part two of the course. Please take a moment to give us some feedback on the online course so that we can continue improving it. Thank you.