

Take-Away: Human Performance Models Handout

Human Performance Models

Match the question with the correct answer found on the bottom of the page that best describes the model.

1. Which HPI model identifies the six major sets of factors that can either hinder or facilitate workplace performance?
2. Which model introduces the concept of an organization being a system by creating a three-dimensional approach and by labeling and describing the three distinct parts of an organization's performance system: the organization level, the process level, and the job or performer level?
3. Which model includes three forms of analysis: business, performance, and cause?
4. Which model is a results-based, systematic process used to identify performance problems, analyze root causes, select and design interventions, manage interventions in the workplace, measure results, and continually improve performance within an organization?
5. Which model shares many of the same characteristics of the ASTD HPI model; where it starts with an operational analysis that identifies the organization's vision, mission, values, goals, and strategies?
6. Which model begins with identifying a specific problem and then follows a structured flowchart?

Models:

- A. ASTD HPI Model
- B. Rummler-Brache's Nine Performance Variables Model
- C. The Mager and Pipe's Human Performance Model, which is a situation-specific model that determines the importance of the problem and the results of either solving or ignoring it.
- D. The Harless's Front-End Analysis Model, which breaks down the steps of Front-End analysis into project alignment, analysis of new performance, diagnosis of existing performance, and planning for integrated interventions.
- E. International Society for Performance Improvement's Human Performance Technology (HPT) Model
- F. Gilbert's Behavior Engineering Model

Answers: 1-F, 2-B, 3-D, 4-A, 5-E, 6-C