



# Fundamentals of Performance Technology: A Guide to Improving People, Process, and Performance

*Darlene M. Van Tiem, James L. Moseley, Joan Conway Dessinger*

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Performance technology as a means to improve organizational and individual performance is often shrouded in complex language, rarefied theory, and bewildering applications. This guidebook broadly explains performance technology as an established, systematic, and reproducible method of improving organizational and individual performance (the HPT Model). It also provides applications of performance technology at work in a variety of environments, and proffers dozens of performance tools to help the reader improve his or her own performance technology practice.

So what is Performance Technology? According to the authors, performance technology is the systematic process of linking business goals and strategies with the workforce responsible for achieving those goals. Moreover, performance technology practitioners study and design processes that bring about increased performance in the workplace using a common methodology to understand, inspire, and improve. And, finally, performance technology systematically analyzes performance problems and their underlying causes and describes exemplary performance and success indicators.

In *Fundamentals of Performance Technology*, the authors offer a brief overview of each major component of the HPT Model, its theoretical underpinnings, and major thinkers, covering:

- diagnosing workplace situations
- identifying causes
- selecting doable, adequate interventions
- implementing changes,
- and evaluating results

In addition, each of these sections is complemented by:

- Illustrative real-life case studies showing practical applications from a variety of workplace environments; and

- Job aids—or performance support tools—to help the reader bring about real workplace performance improvement. Fully indexed and featuring a glossary of performance technology terms, an extensive bibliography and selected readings, and dozens of reproducible performance tools, *Fundamentals of Performance Technology* not only simplifies the practice of Performance Technology, it shows you how it has worked and how to do it.

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