The Human Performance Technology Process

GoHPT

PERFORMANCE ANALYSIS OF NEED OR OPPORTUNITY

ORGANIZATIONAL ANALYSIS

Vision, Mission, Values

Goals and Strategies

Critical Issues

ENVIRONMENTAL ANALYSIS

WORLD
Culture, Society, Social Responsibility

WORKPLACE
Organization, Resources, Tools, Stakeholders, Competition

WORK
Work Flow, Procedure, Responsibilities, Ergonomics

WORKER
Knowledge, Skill, Capacity, Motivation, Expectations

ACTUAL PERFORMANCE

DESIRED PERFORMANCE

GAP ANALYSIS

CAUSE ANALYSIS

ENVIRONMENTAL FACTORS

Data Information

Feedback

Environment Supports, Resources, and Tools

Consequences, Incentives, or Rewards

INDIVIDUAL FACTORS

Skills and Knowledge

Individual Capacity

Motivation and Expectations

INTERVENTION SELECTION, DESIGN, AND DEVELOPMENT

SELECT/DESIGN/DEVELOP

Learning

Performance Support

Job Analysis/Work Design

Personal Development

Human Resource Development

Organizational Communication

Organizational Design and Development

Financial Systems

Other...

PREPARE BUSINESS CASE

Leadership Commitment

Feasibility

Sustainability

INTERVENTION IMPLEMENTATION AND MAINTENANCE

Partnering, Networking, and Alliance Building

Process Consulting

Employee Development

Communication

Project Management

Other...

EVALUATION

FORMATIVE (LEVEL 0)	SUMMATIVE (LEVELS 1-2)	CONFIRMATIVE (LEVELS 3-5)	META EVALUATION/VALIDATION OF
EVALUATION OF INPUTS-PROCESS-OUTPUTS	**EVALUATION OF IMMEDIATE**	**EVALUATION OF SUSTAINABLE**	Formative, Summative, Confirmative Inputs-Processes-Outputs
Performance Analysis	Reaction	Effectiveness and Efficiency	Success Stories
Selection, Design, Development	Knowledge/Skills/Attitude Change	Impact	Lessons Learned
Implementation, Maintenance	Application	Value	