



Science of Learning, Performance Improvement, Warrior Development

Janet Weisenford
Human Performance Center
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Purpose

- Share our perspective on:
 - Human Performance Improvement
 - Science of Learning
 - Warrior Development

And how they contribute to DoD mission performance

- Offer some examples of how we are capitalizing on investments in Human Sciences Research



Human Performance Improvement

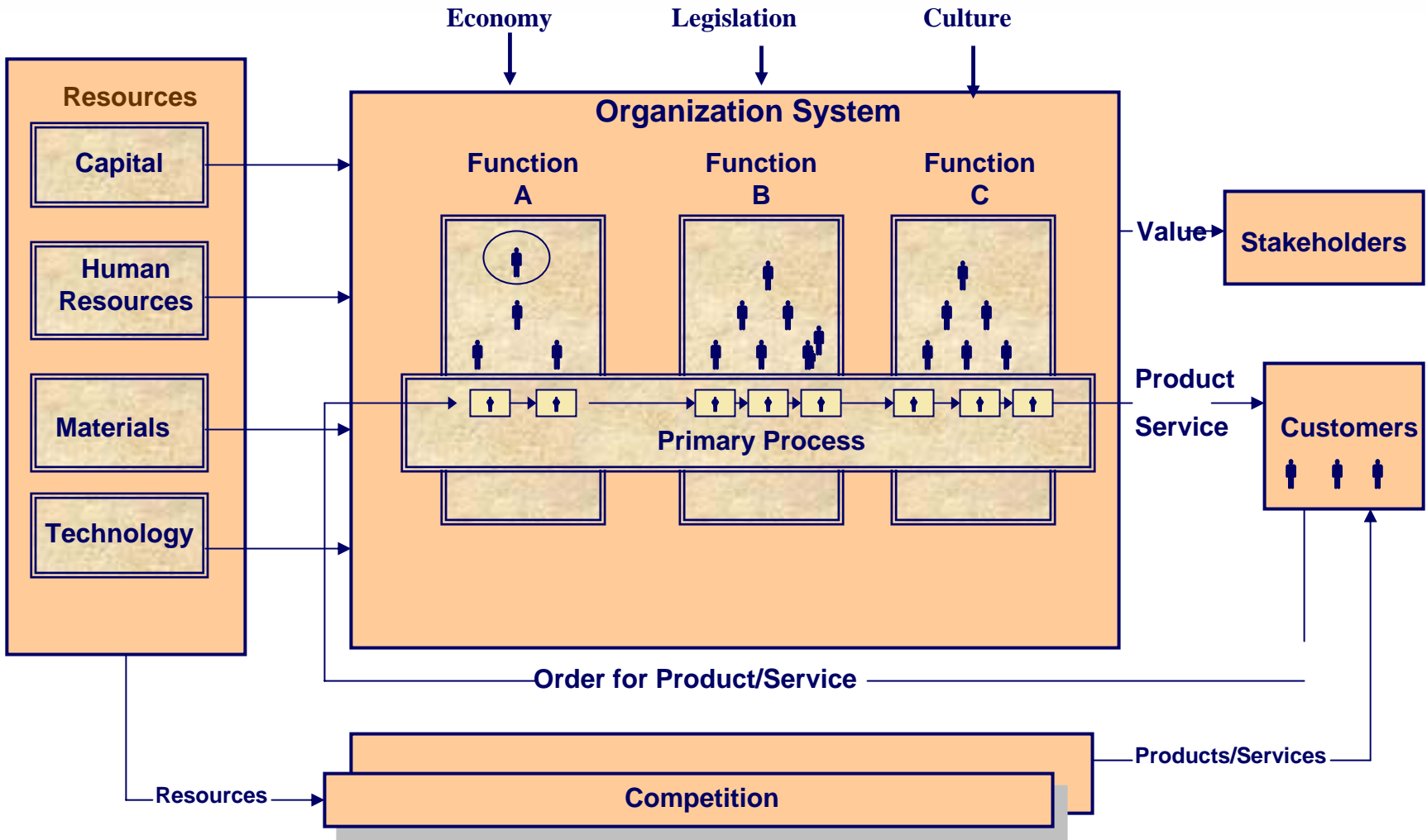
Human Performance Improvement, also known as performance improvement and performance technology, is a systematic approach to improve performance, conducted through a cause analysis.

It:

- Closes the gap between actual results and desired results
- Addresses performance at three levels: organization, processes, and individual
- Ties organization goals with the performance of people
- Uncovers the real reasons for performance gaps based on cause analysis
- Develops solutions to address the root causes
- Manages change
- Evaluates results

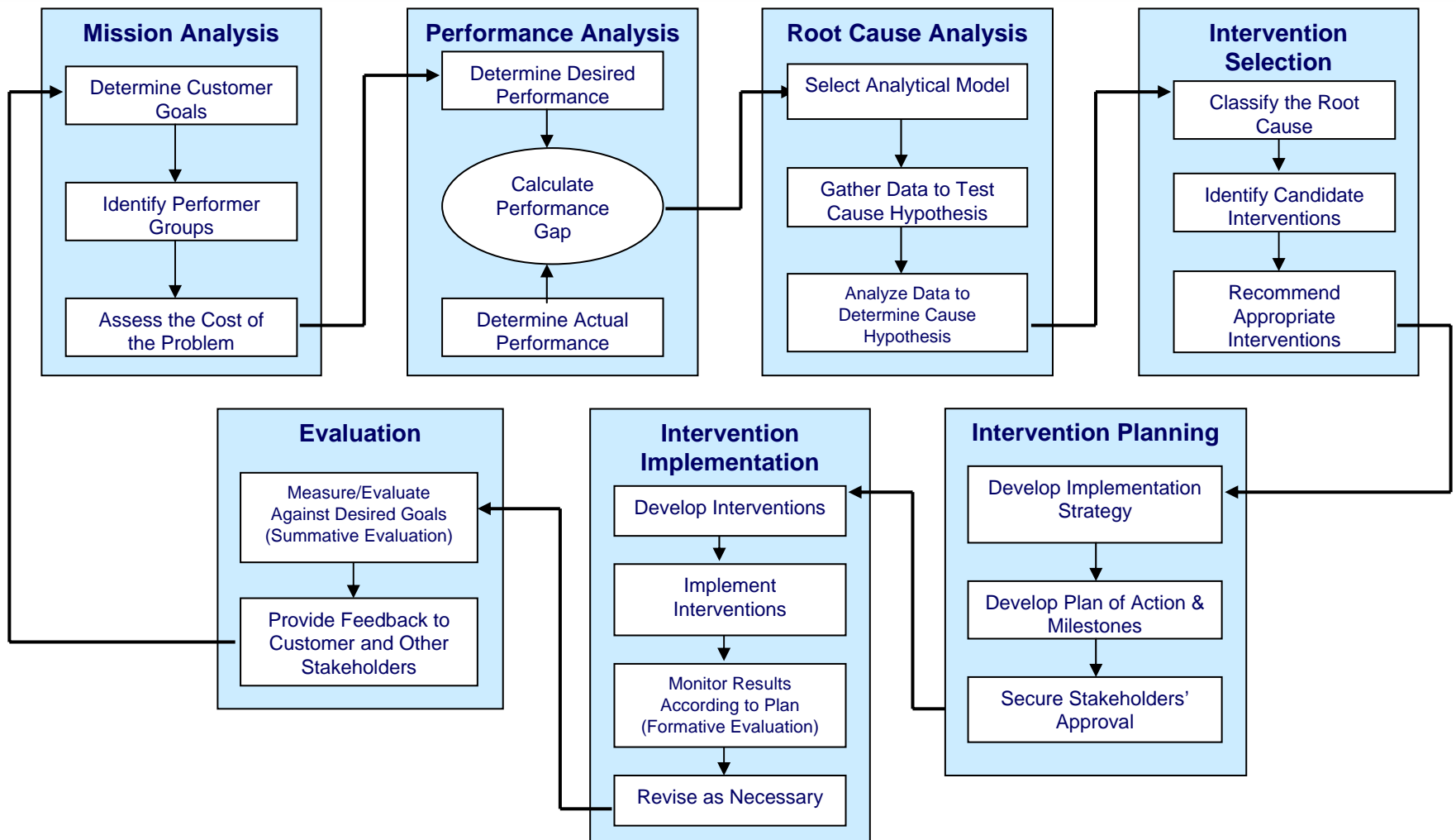


A Systems Perspective





7 Phases of the HPI Process





Gilbert's Behavioral Engineering Model

Environment

Expectations
&
Feedback
35%

Tools
&
Resources
30%

Consequences
&
Incentives
10%

Individual

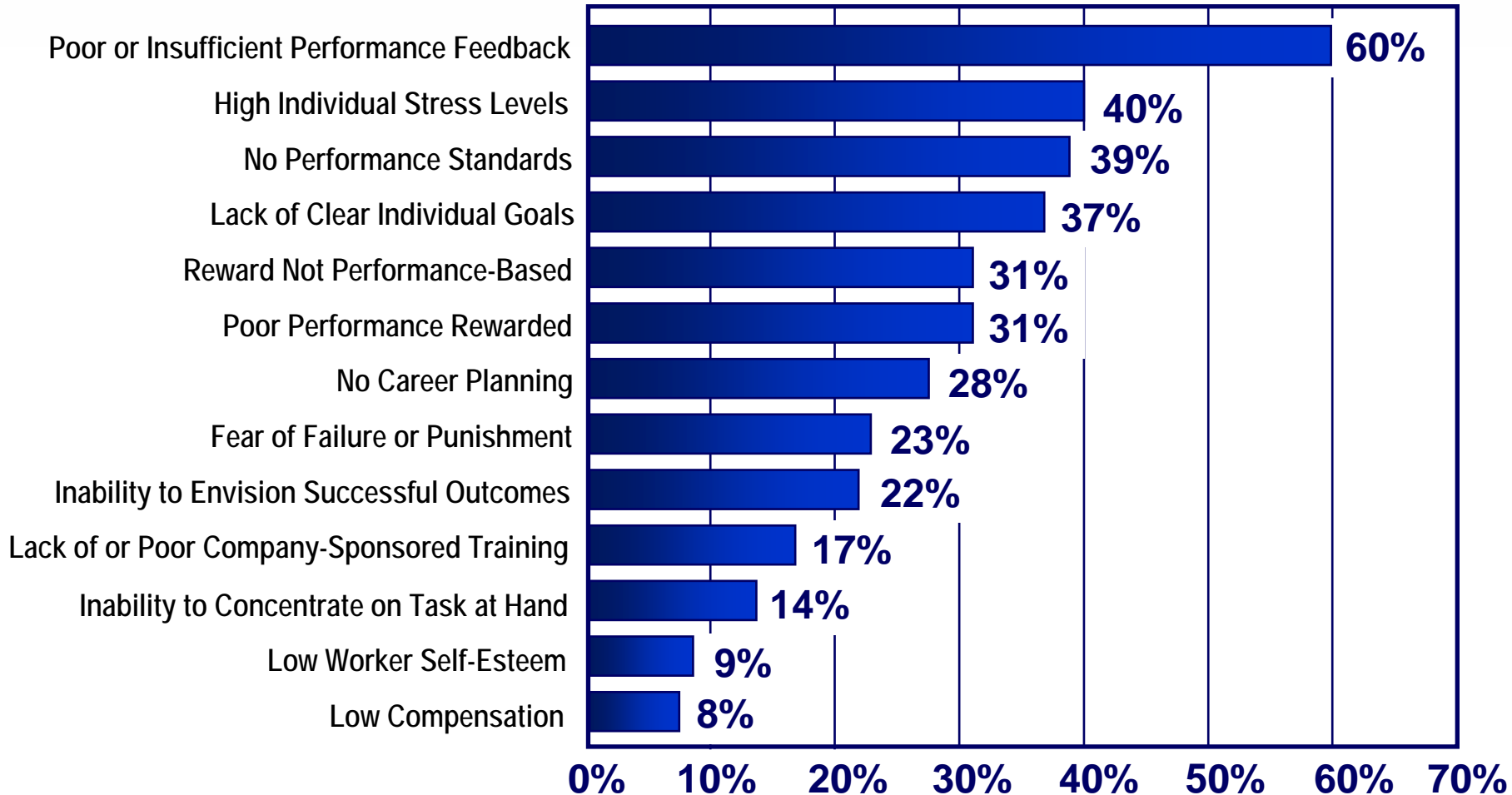
Skills
&
Knowledge
12%

Capacity
(Selection &
Assignment)
10%

Motives
&
Preferences
3%



Primary Causes for Low Performance

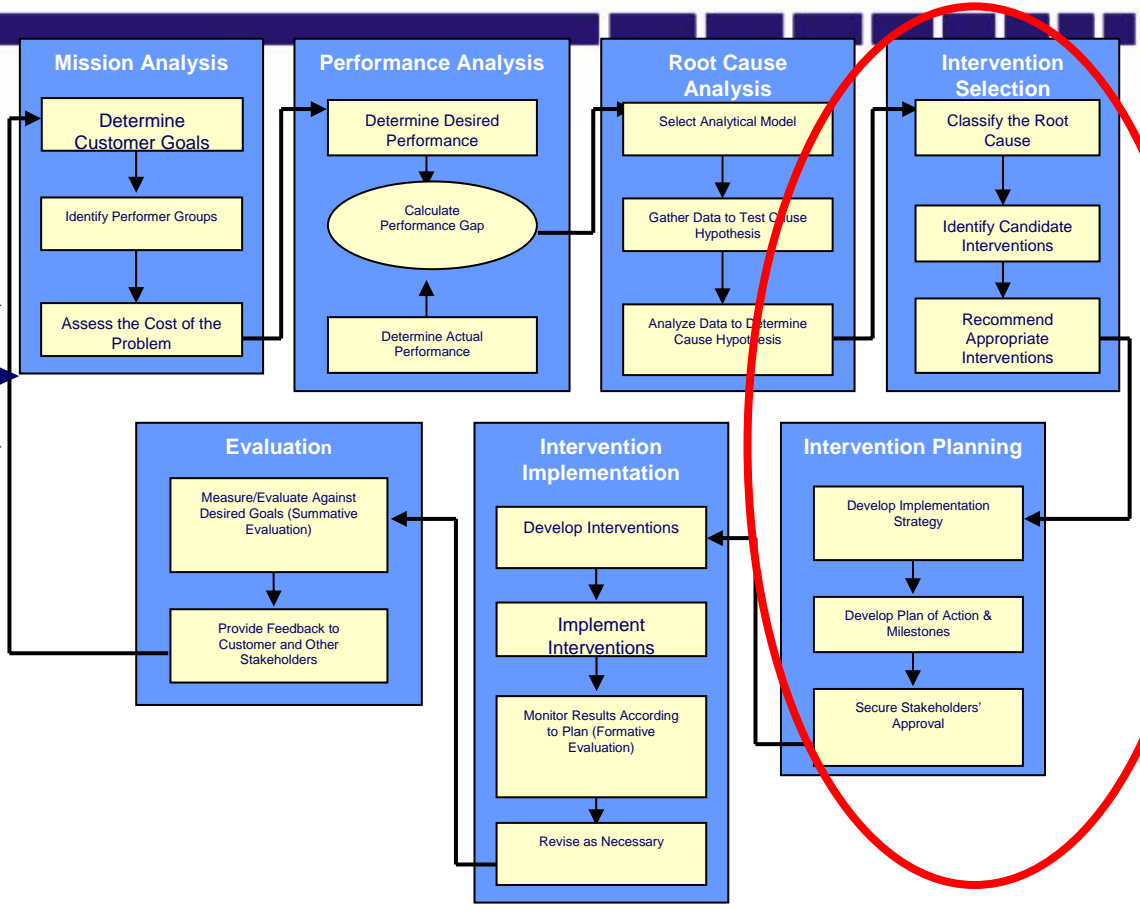


“Closing the Human Performance Gap”

-1999 The Conference Board



Capitalizing on Human Sciences Research



Through our analysis, we recommend the intervention that will improve performance using available Human Sciences Research.



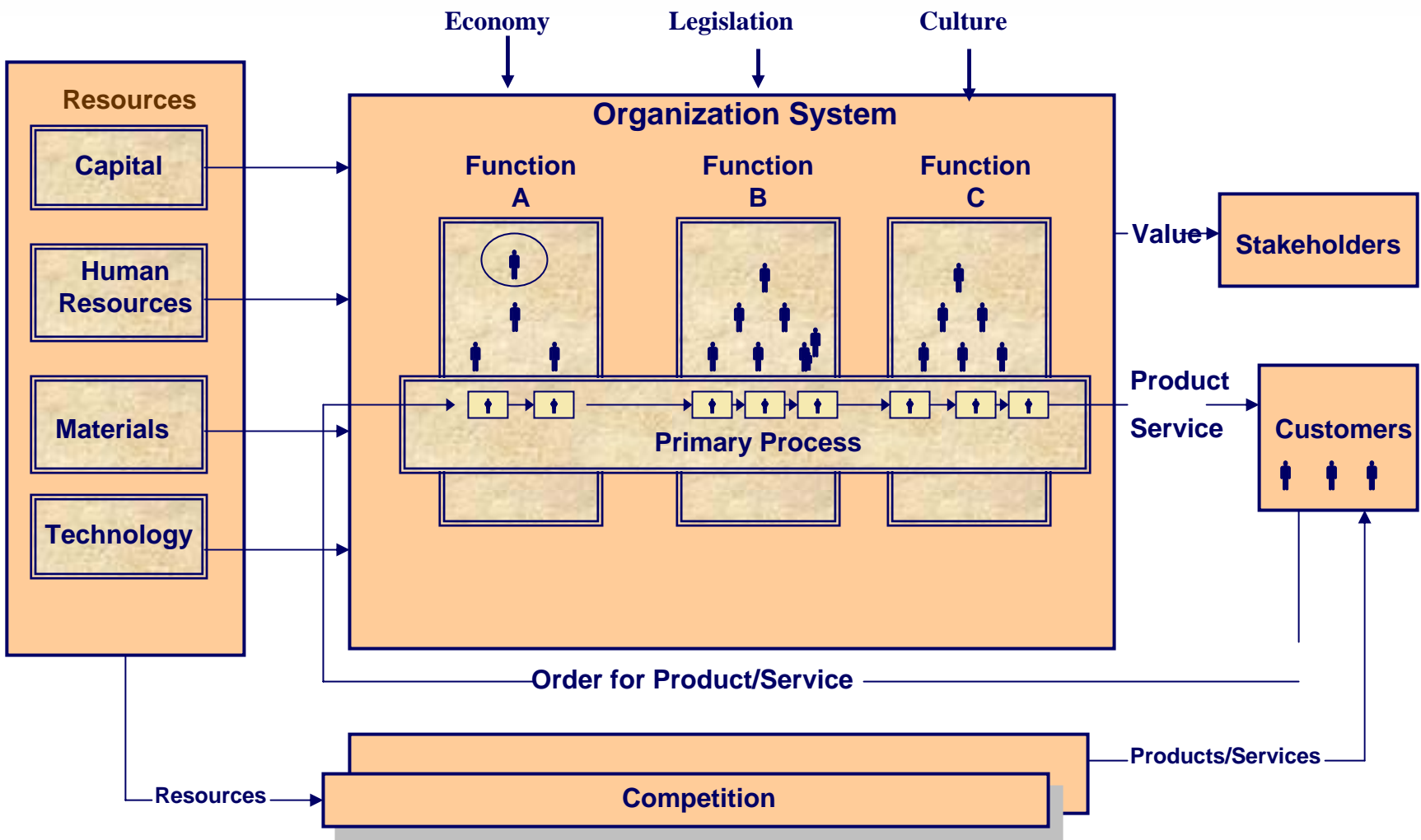
Gilbert's Behavioral Engineering Model

Individual Environment	Expectations & Feedback 35%	Tools & Resources 30%	Consequences & Incentives 10%
	Knowledge 12%	Capacity (Selection & Assignment) 10%	Motives & Preferences 3%

Science
of
Learning



Warrior Development





Questions?

