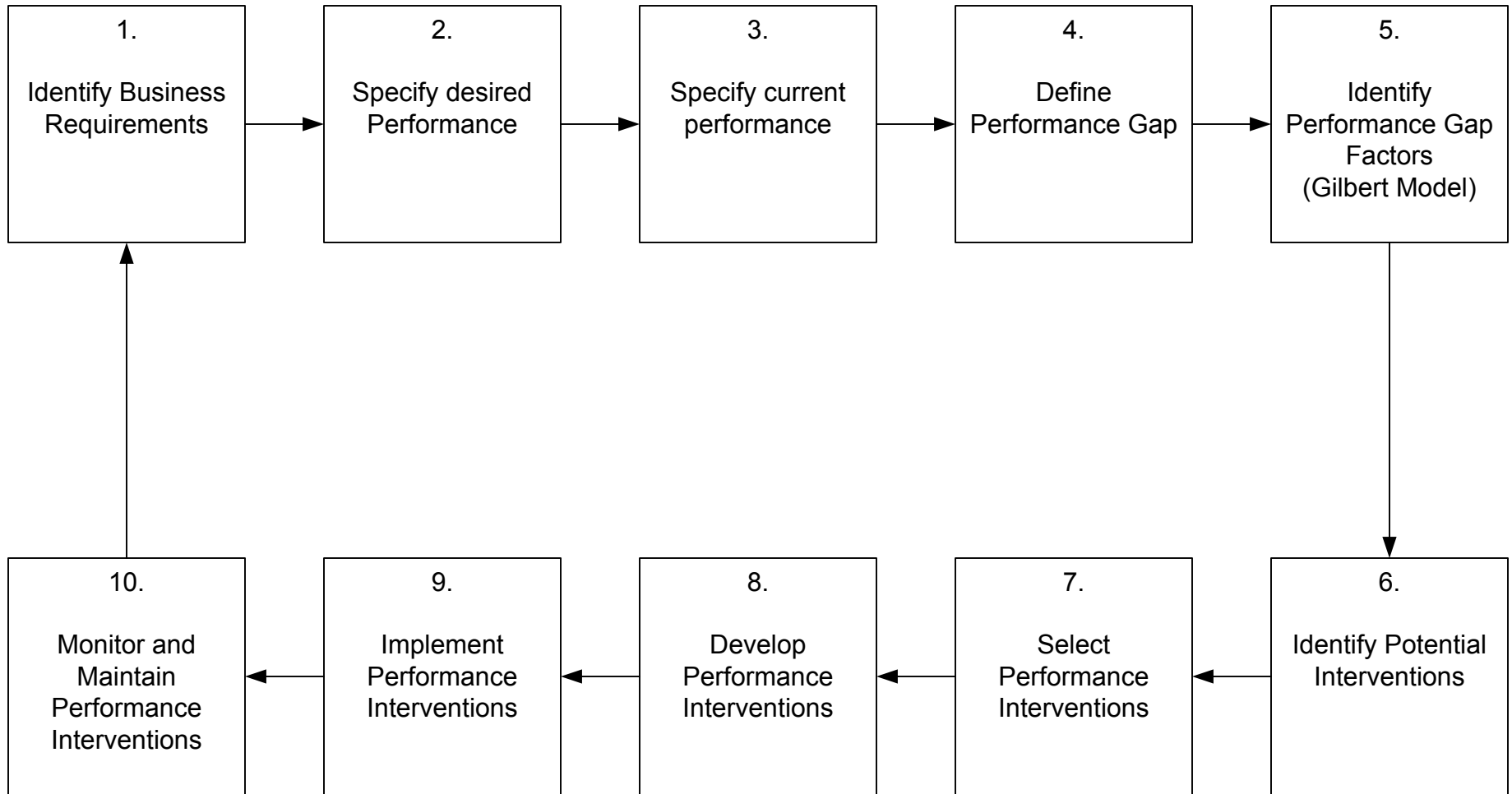


# Engineering Effective Performance (EEP) Model

Adapted from Training Ain't Performance by Stolovich & Keeps



# Engineering Effective Performance

Source: *Training Ain't Performance*

## **Gilbert Behavior Engineering Model**

Thomas Gilbert, considered the Father of Human Performance Technology

<b>Environment</b>	<b>Information</b>	<b>Resources</b>	<b>Incentives / Consequences</b>
	<ul style="list-style-type: none"> <li>• Expectations</li> <li>• Standards</li> <li>• Feedback</li> <li>• Availability of information</li> </ul>	<ul style="list-style-type: none"> <li>• Tools</li> <li>• Systems</li> <li>• Procedures</li> <li>• Time</li> <li>• Reference materials</li> </ul>	<ul style="list-style-type: none"> <li>• Financial and non-financial</li> <li>• Tangible and intangible rewards</li> <li>• Recognition</li> <li>• Promotions</li> <li>• Punishments</li> </ul>
<b>Individual</b>	<b>Knowledge / Skills</b>	<b>Capacity</b>	<b>Motivation</b>
	<ul style="list-style-type: none"> <li>• Training</li> <li>• Development / educational opportunities</li> <li>• Work assignments</li> </ul>	<ul style="list-style-type: none"> <li>• Personal characteristics</li> <li>• Personal traits</li> <li>• Preferences</li> <li>• Physical</li> <li>• Mental</li> <li>• Emotional</li> </ul>	<ul style="list-style-type: none"> <li>• Value</li> <li>• Confidence</li> <li>• Mood</li> </ul>

Studies show that 70-80% of people attribute environmental factors as the greatest cause of performance problems in the workplace.

True performance emerges when the following three forces intersect:

1. *Work* – What people do to achieve valued accomplishments
2. *Workplace* – The environment where the work is carried out
3. *Worker* – The individual that does the work