



Performance Improvement Interventions: Enhancing People, Processes, and Organizations through Performance Technology

Darlene Van Tiem, James L. Moseley, Joan C. Dessinger

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Interventions create solutions that alleviate or solve workplace problems. They cause change, small or large, due to improved performance and, thus, have an impact on individuals, groups, or organizations. The number of possible interventions is almost infinite, because any number of organizational, environmental, and people factors affect performance. Interventions facilitate change by interrupting poor behaviors, preventing errors, reducing conflict, or providing vision for the future.

Performance Improvement Interventions: Enhancing People, Processes, and Organizations through Performance Technology is a compendium of interventions based on the International Society for Performance Improvement's (ISPI) Human Performance Technology (HPT) model. After analyzing the workplace performance problem and its cause, HPT practitioners should possess sufficient data to select and design solutions, known as interventions. The HPT model is explained in detail in the ISPI companion book, Fundamentals of Performance Technology: A Guide to Improving People, Process, and Performance (2000).

Performance Improvement Interventions: Enhancing People, Processes, and Organizations through Performance Technology is designed as a desk reference of performance improvement opportunities for almost any need and occasion. The book identifies and explains common interventions by providing the definition and scope of each intervention as well as implementation guidelines. In addition, a job aid is provided for every intervention. Each section or cluster of interventions contains a case study to help the reader visualize implementation and its impact on the workplace.

The book also contains an intervention selection tool. Due to the enormity of intervention options, this tool helps HPT practitioners select the right intervention at the right time. The selection process outlines individual and group phases, and instructs practitioners that successful implementation requires consensus among all affected parties.

Performance Improvement Interventions: Enhancing People, Processes, and Organizations through Performance Technology contains useful information for all HPT practitioners—those who are just entering the field of HPT and those who have been implementing performance solutions for years.



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