

The HPT Model (Human Performance Technology)

[or HPI Human performance Improvement]

The HPT model is elegant in its simplicity and comprehensive in its application. It is basically a seven-step process for performance improvement. This is how it is sometimes explained:

1. An organizational assessment or analysis reveals that a performance gap exists.
2. A gap analysis is conducted to determine the difference between actual and desired performance.
3. A cause analysis is conducted to determine the what and the why of that gap.
4. A performance intervention is selected and developed.
5. The intervention is implemented.
6. The effect of the intervention is measured and evaluated against predefined standards.
7. Feedback is provided to the organization and the performer so any further refinements to the performance can be made if the gap is not "immediately" closed or narrowed.