

## **MIT 502: Performance Improvement Initiative**

### **Context**

This project, "Performance Improvement Initiative", was completed as part of the requirement for the MIT 502 course Systematic Approach to Performance Improvement. The proposal was prepared and developed during the summer of 2006 under the supervision of Dr. Arnold Murdock. This project fulfilled the following requirements for the course:

- Conduct a perceptual analysis for selected HPE projects.
- Successfully analyze human performance problems through identification of gaps in performance expectations and realities.
- Assess the consequences of various types of human performance gaps in terms of both hard and soft measures of importance.
- Identify underlying causes of performance gaps at each of the four work environment levels.
- Design HPE strategies to address specific HPE projects.
- Describe processes used to implement HPE strategies at each of the four work environment levels.

### **Conditions**

At the start of this project I had worked on various design and development projects requiring instructional solutions, but very few had required the addition of significant non-instructional solutions. My previous experience with front end analysis and data interpretation aided me in assessing the needs of the organization and defining solutions.

### **Scope**

This project was intended to identify solutions that would raise profits for the company through increased sales. The solutions to the problems included demonstrations for sales staff, role-play scenarios, incentive programs, mentoring programs, and communication plans. The company is currently working to procure funding to implement the program.

### **Role**

In this project I took on the role of performance technologist. Although this role is similar to instructional designer in some ways, it provides a different perspective when looking at a performance issue because there is no assumption that instruction is needed. I conducted the analysis and developed the implementation plan for the interventions as well as working with the organization to promote change.

## **Reflection**

The new perspective that I gained in working on this project will allow me to take a more objective look at performance problems and fully analyze a situation before deciding on solutions. Often the most effective solutions are non-instructional and understanding how these solutions can affect an organization are key in practice. Additionally, I found that I have a deep interest in Human Performance Technology and hope to one day become a certified Performance Technologist.