Performance Pyramid



Are they self-motivated?

- Derive personal satisfaction from doing the job well

Do they consider themselves as competent?

- Sense of personal control and empowerment needed succeed

Do they meet the knowledge requirements?

- General and/or detailed awareness of relevant information, facts, and ideas

Do they meet the skill requirements?

- Effectively and efficiently complete relevant cognitive, social, and physical tasks

Are they mentally able?

 Cognitive style and information processing required to do job

Are they socially able?

 Interpersonal style and personal characteristics required to work with others

Are they physically able?

- Strength, agility, dexterity, sensory ability, etc required to do job

Knowledge & Skills

Motivation & Self-Concept

Performance Capability

Expectations & Feedback

Tools, Environment &

Processes

Rewards, Recognition & Incentives

Do they know what to do (and why)?

 Individuals and groups on "same page" as supervisory system

Do they know how well they are doing?

 Feedback is readily available, informative, and drives performance improvement

Do they have the tools to do the job well?

- Physical and Information resources are readily available

Is the physical environment suitable?

- Lighting, HVAC, furniture, acoustics, etc appropriate for job

Are processes effective and efficient?

 Processes are streamlined, add value, and reviewed regularly

Is good performance rewarded?

 Rewards are expected and linked to accomplishments

Is good performance recognized?

 External and internal recognition for accomplishments

Are incentives offered to drive change?

- Incentive plans linked to change in performance