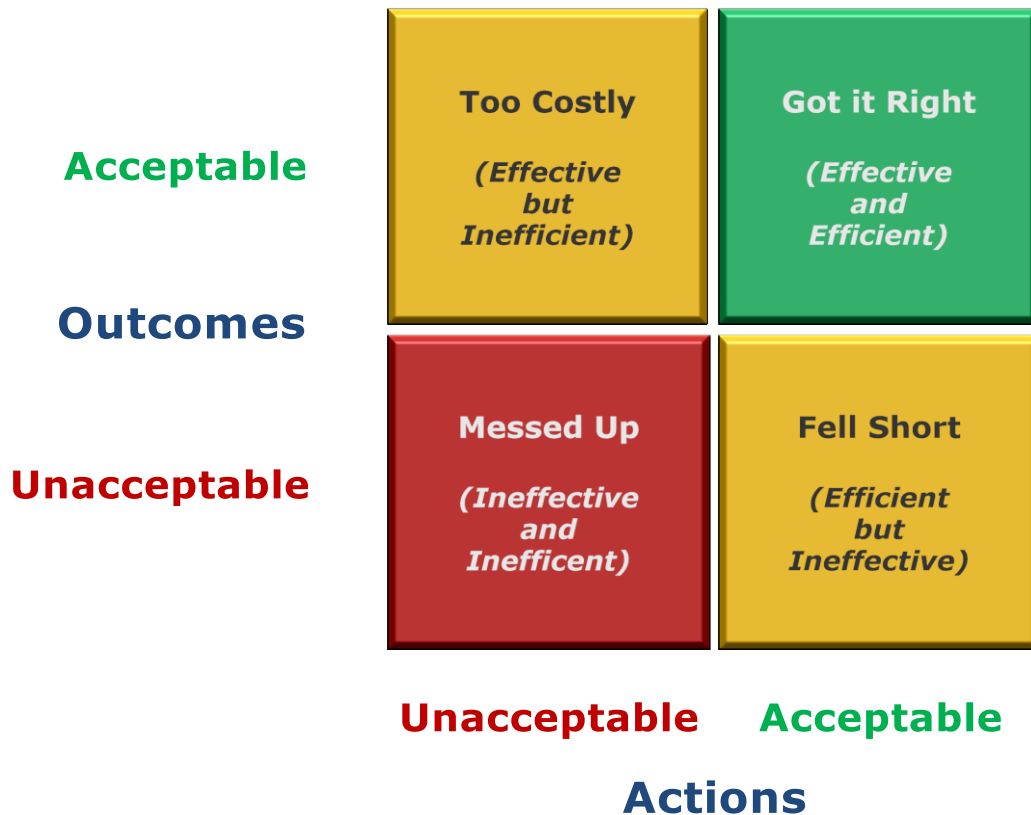


# Tools for Knowledge Workers

## The Actions-Outcomes Matrix



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Performance has two components: the actions taken and the outcomes realized. Both are subject to judgments about effectiveness and efficiency and both can be judged as acceptable or unacceptable. The interplay of those components and judgments about them yields the 2x2 matrix shown above. For more about the Actions-Outcomes Matrix, click [here](#).

