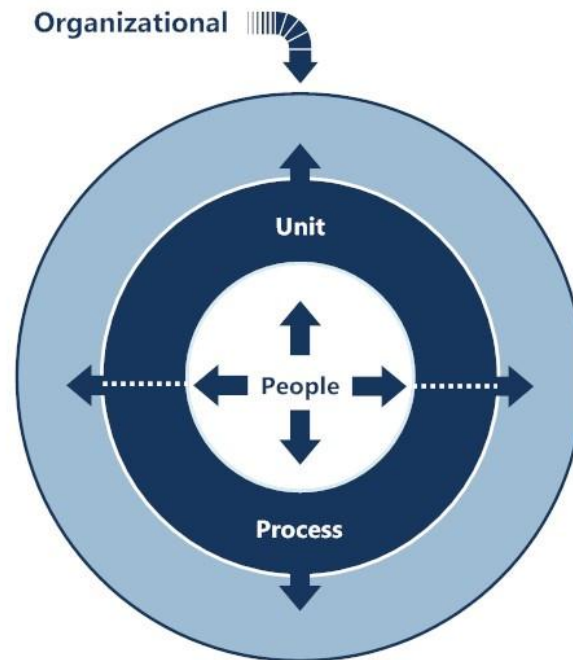


Tools for Knowledge Workers

People, Power, Processes & Profits



There are four readily identifiable domains or areas of performance related to organizations. At the core are people. People are housed in functional areas or units often referred to as “silos.” It is in these silos that a great deal of power and authority is exercised. The work of most people is typically embedded in and part of some larger process which often cuts across or transcends functional or unit boundaries. All the preceding domains contribute to operational and financial performance at the organizational level. These four domains are related to one another and they can in fact be linked to one another. Doing so creates a “map” of what I call the “performance architecture” of the organization and that map serves as a roadmap to results. It links people, power, processes and profits. It provides a bi-directional view of the relationships between means and ends, between actions and results and between proximate and ultimate results. For more about the four domains and the connections (or “disconnects”) between actions and results, click [here](#).

