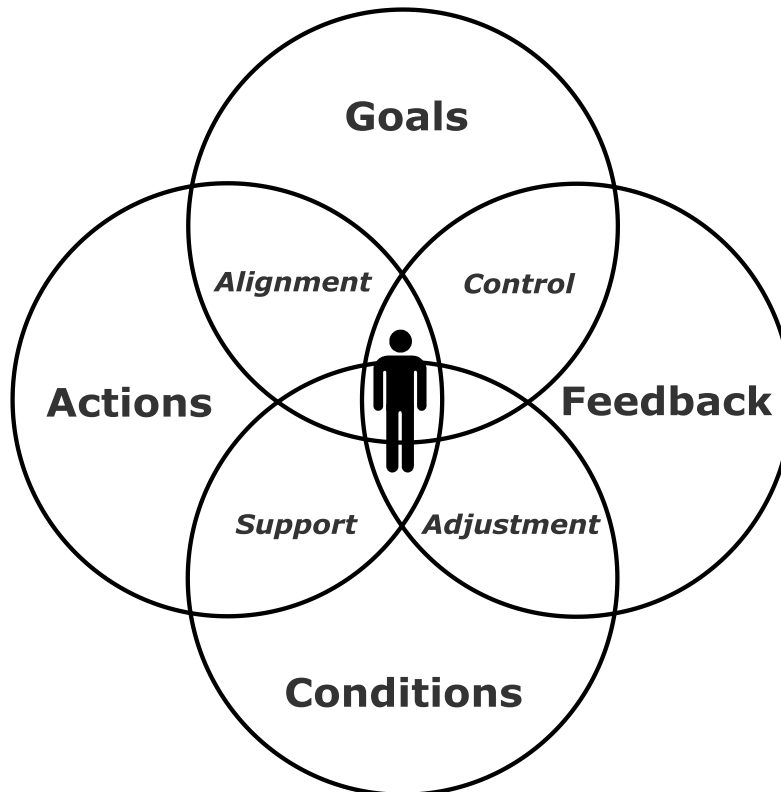


Tools for Knowledge Workers

The Performance “Sweet Spot”



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The figure in the diagram above depicts the performance “sweet spot” – that place where the four major factors affecting human performance come together. When Goals are matched by appropriate Actions, there is *Alignment* between the two. When Conditions are conducive to performing as expected, there is *Support* for those Actions. When the performer receives accurate, timely Feedback about progress and achievement, *Control* is enabled. And when Feedback also informs the performer of new, different or changing conditions, *Adjustment* is possible. If any one of these factors is absent or faulty, performance is impeded. If none are present performance is impossible. Alignment, Control, Support and Adjustment, these are the keys to performance. For more about this model, click [here](#).

