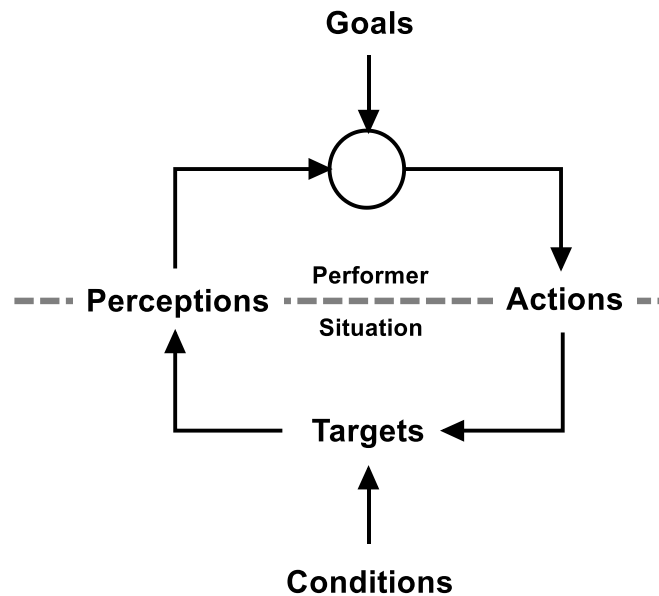


Tools for Knowledge Workers

The GAP-ACT Model



© Fred Nickols 2015

The GAP-ACT Model is broadly applicable to human behavior and performance, and to performance management and improvement. Based on Perceptual Control Theory (PCT), the model holds that we target selected aspects of our environment and set goals for the way we want them to be. We compare our perceptions of the way things are with the way we want them to be and if there are unacceptable differences we act to correct them. At the same time, there are other actors and factors that can also affect the same variables we are trying to control. Our actions, then, must compensate for and offset the effects of these other conditions. For more about the GAP-ACT Model and its application to “living control systems, visit the Control Theory section of this web site by clicking [here](#).

