Action Learning- Action learning builds opportunities for learning around real problems brought to the workplace by employees.

Cause Analysis- Cause analysis is the process of determining the root cause of past, present, and future performance gaps.

Change Management- Change management involves problem solving in a concerted effort to adapt to changing organizational needs.

Confirmative Evaluation- Confirmative evaluation provides information about the continuing competence and effectiveness of people to explain and confirm the value of the performance intervention over time.

Decision Making- Decision making means making choices, ideally based on structured problem solving.

Environmental Analysis- Environmental analysis is the process used to identify and prioritize the realities that support actual performance: organizational environment, work environment, work, and workers.

Environmental Scanning- Environmental scanning is a strategic planning technique for monitoring trends in the external environment of an organization. It involves observing, assessing, and documenting economic situations, political events, technical developments, and structural changes in similar organizations or industries.

Formative Evaluation- Formative evaluation is conducted to improve the design of performance interventions. It begins during the performance and cause analyses, continuing through the selection and design of interventions and, if a pilot stage is included in the intervention plan, may extend into early intervention implementation.

Gap Analysis- Gap analysis describes the difference between current results and consequences and desired results and consequences. It is the last step in the performance analysis process.

Meta Evaluation- Meta evaluation is the process of evaluating formative, summative, and confirmative evaluation by literally zooming in on the evaluation processes, products, and outcomes to take a closer look at what happened and why.

Organizational Communication- Organizational communication refers to the transfer of information and knowledge among employees, suppliers, and customers for the purpose of accomplishing efficiency and effectiveness.

Performance Analysis- Performance analysis identifies and clarifies the problem or performance gap by focusing on three areas: desired performance state, actual performance state, and the gap between desired and actual performance. It looks at three levels- organization, process, and job/performer- and considers three variables- goals, design, and management.

Realignment- Realignment is getting the organization focused on its core competencies.

Strategic Planning- Strategic planning is the process by which an organization envisions its future and develops the necessary goals and procedures to achieve that vision.

Summative Evaluation- Summative evaluation considers the usability and adequacy of the intervention and gathers information about the results that will be useful to senior decision makers in the organization.