



# Human Competence: Engineering Worthy Performance

*Thomas F. Gilbert*

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## **Human Competence: Engineering Worthy Performance** Thomas F. Gilbert

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"Among the ideas bulging from this classic work: performance exemplars, potential for improving performance, behavior-accomplishment distinction, performance matrix, ACORN troubleshooting test, performance audits, states, Worth = Value - Cost, knowledge maps, mediators, and job aids. The great accomplishments Gilbert left behind will continue to profit behavior analysis and performance improvement for a long, long time." --Ogden Lindsley, Behavior Research Company

"Human Competence is probably the most borrowed and least returned book in my library. It's good to have it in print more than once, so that I can keep replacing it, and rereading it for new insights from the original master of HPT." --Rob Foshay, TRO Learning, Inc.

"Human Competence stands not only as a tribute to Tom's genius, but also as the best single source of ideas about performance technology. It is a 'must have' for anyone serious about changing the performance of individuals or organizations." --Dick Lincoln, Centers for Disease Control

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