

# Performance Canvas

## ORGANIZATIONAL CHALLENGE



What is the key organizational challenge to be addressed? What is the value to the organization of solving the challenge?

## PERFORMANCE FACTORS



Which have the greatest impact on the problem?

### INDIVIDUAL

- Knowledge
- Well-Being
- Job
- Environment
- Behavior
- Ability
- Design
- Technology
- Skill
- Motivation
- Process
- Tools

### ROLE

### RELATIONSHIP

- Managers
- Customers
- Peers
- Reports

### ORGANIZATION

- Talent
- Structure
- Executives
- Culture
- Strategy

### WORLD

- Industry
- Economy
- Market
- Trends
- Regulation

## BUSINESS CONSTRAINTS



Are there known constraints around budget, timeline, or risk? What about technology? Creative approach? Ongoing support?

## PROJECT NAME



## SOLUTION APPROACH



What activities might address the challenge? What experiences might impact performers? What principles might guide the project?

## TEAM



Who does the user influence? Who influences the user? Who surrounds each audience?

## SYSTEMS / CHANNELS



What systems are used by the audience as part of their job? To access learning? Performance support? Communications?

## PEOPLE



Who will use the solution? Are there multiple audiences? What are they trying to accomplish? What are their motivations and barriers?

## BUSINESS RESULTS



What are the biggest desired outcomes? What does success look like to the business?

## SOLUTION METRICS



What can we measure to determine the impact? How does it tie to the performer impacts and business results?

## PERFORMER IMPACTS



What impact are we trying to have on users? What behaviors are we trying to change?