

# Tools to Download

## DOWNLOAD INSTRUCTIONS

Throughout this book, we have referenced graphic and adaptable tools that can be downloaded to support the performance consulting work we have described. Tools are available through the Berrett-Koehler website ([www.bkconnection.com/performanceconsulting](http://www.bkconnection.com/performanceconsulting)). Some tools (in Adobe PDF) can be printed and shared; others (in Microsoft Word) can be adapted to your specific needs and application requirements.

The tools are available in three major toolkits according to the sections of this book, and may be purchased as single toolkits or in combination.

### **Mental Model Tool Kit**

- Need Hierarchy
- The Gap Zapper
- The GAPS! Map (graphic only)
- The GAPS! Map (a template for data input)
- The GAPS! Map (with explanations)
- GAPS! Logic and Need Hierarchy

### **Science of Performance Consulting Tool Kit**

- Performance Consulting Process
- Comparing Performance and Competency Models
- Pros and Cons of Data-Gathering Methods Used in SHOULD Assessments
- Prewrite for Star Employee Interviews
- Starter Kit of Questions to Ask Star Employees
- Tips for Managing Interviews with Star Employees

- Performance Model Template
- Sample Size Table for 95 Percent Confidence Level
- Checklist for Piloting Questionnaires
- Template for Creating Gap and Cause Analysis Questionnaires
- Conversion Table (translates frequency means to percentages)
- Unabridged Gap Zapper
- Possible Solutions for Causes of Performance and Business Gaps
- Solution Selection Worksheet
- Data Funnel
- Sources of Data and Methods for Performance Assessments
- Time Estimates to Complete Performance Assessment Projects
- Interview and Questionnaire Data Collection Planning Guide
- Performance Assessment Contract Discussion Guide

### **Art of Performance Consulting Tool Kit**

- The ACT Partnering Model with Sample Practices
- Organization and Industry Knowledge Assessment Tool
- Client Relationship Strategy Worksheet
- Reframing Discussion Template
- Starter List of Questions
- “Yes, And” Techniques When Implementing Work Environment and Capability Solutions
- Checklist to Prepare for a Proactive Business Goals Conversation
- Proactive Business Goals Discussion Template
- Assessment of Performance Consulting Capability