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THE BEHAVIOR ENGINEERING MODEL

DR. THOMAS F. GILBERT

BACKGROUND

Published by Dr. Thomas F. Gilbert in 1978

- First identified in Gilbert's book, Human Competence: Engineering Worthy Performance
- Derived from Gilbert's Third Leisurely Theorem, The Management Theorem
- Designed to function as a cause analysis model during front-end analysis
- Validated by 47 HPT Professionals as the "Gold Standard" of analysis after ISPI's 1996 reissue
- Widely adapted and broadly utilized amongst HPT professionals

THE BEM

CATEGORIES OF CAUSE INFLUENCE	INFORMATION	INSTRUMENTATION	MOTIVATION
ENVIRONMENT Focused on performance supporting factors within the workplace	• DATA • FEEDBACK	• SUPPORT • TOOLS • RESOURCES	• CONSEQUENCES • REWARDS • INCENTIVES
INDIVIDUAL Focused on performance supporting factors held by the individual worker	• KNOWLEDGE • SKILLS	• CAPACITY	• MOTIVES

The BEM examines the environmental causes that may contribute to performance problems, such as lacks of regular performance feedback, proper equipment, and financial incentives.

The BEM examines causes existing within the individual workers, which may contribute to performance problems, such as a lack of training, poor workplace adaptation, and personal motives.

Cause analysts utilize the information, gained through the various perspectives of the BEM, to design, develop, and implement solutions targeting the specific categories of cause, within the individual or the environment

ADVANTAGES

- Adaptable to nearly any Performance problem situation
- Provides various perspectives
- Allows environmental and individual analyses to occur simultaneously, highlighting correlations between the two.

DISADVANTAGES

- Does not account for external processes which influence the environment or individual.
- Easily misinterpreted, resulting in only partial, and therefore ineffective use.
- Limited to observable behaviors, resulting in a lack of consideration of internal processes like cognition.

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