Performance Moment Diagnostic Worksheet

A scoping tool for identifying the dominant performance moment. Complete Sections 1 to 4. Tick the moment that best fits the problem. Then decide the primary and secondary support response.

SECTION 1: DEFINE THE PERFORMANCE CHALLENGE

WHAT IS THE TASK OR PERFORMANCE CHALLENGE?

WHO IS AFFECTED?

WHAT IS THE CONSEQUENCE OF WEAK PERFORMANCE?

WHAT EVIDENCE DO WE HAVE THAT THIS IS A REAL PERFORMANCE ISSUE?

WHAT IS HAPPENING TODAY THAT SHOULD HAPPEN DIFFERENTLY?

SECTION 2: SPOT THE DOMINANT MOMENT

MOMENT	TYPICAL SIGNAL	TICK
Prepare	People are unclear, inexperienced, or uncertain about how to begin.	☐
Practise	People understand the basics but are not yet fluent or confident.	☐
Perform	People know what to do but struggle in live execution.	☐
Recover	Errors, exceptions, or problems are slowing performance.	☐
Evolve	A process, tool, or expectation has changed.	☐

SECTION 3: DECIDE THE RESPONSE

WHAT IS THE PRIMARY MOMENT?

WHAT SUPPORT WOULD REMOVE FRICTION FASTEST?

WHAT SUPPORT IS NEEDED BEFORE FORMAL LEARNING?

WHAT SUPPORT IS NEEDED DURING LIVE WORK?

WHAT SUPPORT IS NEEDED AFTER LAUNCH OR TRAINING?

SECTION 4: ACTION SUMMARY

DECISION	SUMMARY
Primary intervention	
Secondary intervention	
Owner	
Launch date	
How we will know it is working	

Based on: Baldwin & Ford (1988); Billett (2001); Rossett & Schafer (2006); Grossman & Salas (2011); Salas et al. (2012); Kauffeld, Decius & Grassmann (2025). Growth Performance © 2026.

Want help putting this into practice?

Growth Performance builds the human advantage in an AI-driven world, with people, teams and leaders.

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