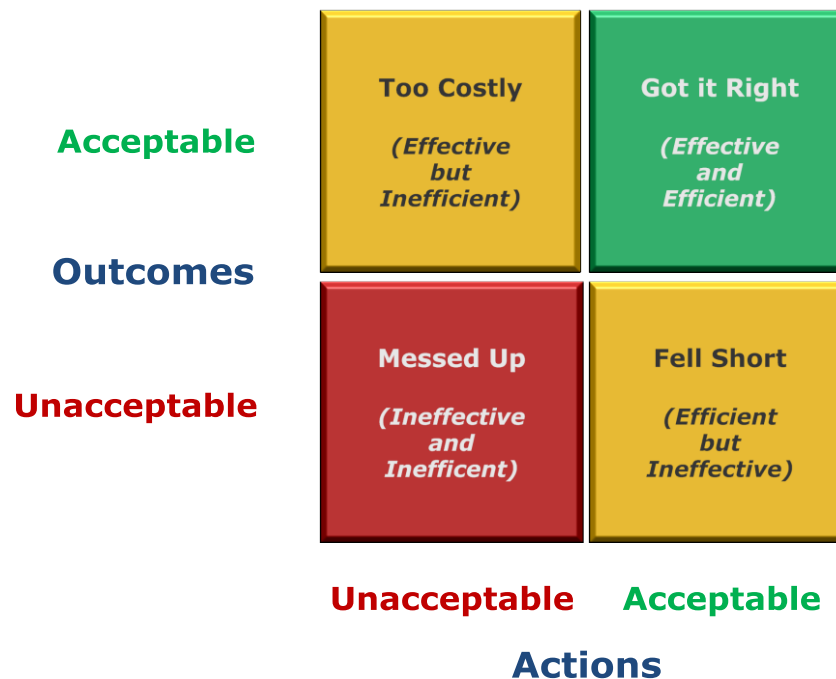


Tools for Knowledge Workers

The Actions-Outcomes Matrix



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Performance has two components: the actions taken and the outcomes realized. Either or both is subject to judgments about effectiveness and efficiency and either or both can be judged as acceptable or unacceptable. The interplay of those components and judgments about them yields the 2x2 matrix shown above. For more about the Actions-Outcomes Matrix see the Knowledge Worker column in the August 2015 issue of *PerformanceXpress*. Click [here](#).

