



# The Performance Paradox: Understanding the Real Drivers that Critically Affect Outcomes

*Jerry L. Harbour*

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How does performance improve? A simple yet often unexplored question. To quantify it, it must be measured. To measure it, it must be understood. The good news is that once we actually examine how to test performance, a number of basic principles and natural laws emerge. Principles and laws with universal applications across diverse subjects, and when correctly applied, not only unravel the mystery of how performance improves, but how you can improve performance in your organization.

**The Performance Paradox** explores the misunderstood subject of performance. While examining the varying measures of performance, the author discusses how to find what is true – that is, what is known and what is not known about performance, what needs to be known, what is useful, and what is not. The book exposes hype and fad and helps you embrace fact and reality. Sprinkled throughout you will find sage and practical advice which can be translated into concrete action irrespective of your intended area of application.

Based on extensive research by the author, this book provides a deeper understanding what measures of performance can actually tell us about performance or, more specifically what they can tell us about how performance does and does not improve and the practical implications of such derived insights. By examining real-world examples of how abstract ideas can be concretely applied, Jerry Harbour can help transform any business or organization into a high-performance one where results are obtained, rather than imagined.

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