CHAPTER 13: Knowledge Task Analysis

### KEY POINTS

**DEFINITION:**

The *knowledge task analysis* method addresses such nonvisible work behaviors --- people-ideas and people-people workplace expertise.

**A GOOD KNOWLEDGE TASK ANALYSIS, CONSISTS OF A ...**

- Task or Subject Matter Identification
- Behavioral Search
- Behavior Analysis
- Literature Search
- Literature Analysis
- Synthesis and Subject Matter Description.

### FIGURES

**Figure 13.1. Analyzing Knowledge Tasks.**

![Analyzing Knowledge Tasks](image)

Below is a graph for illustrating the frequency distribution of different types of synthesis models.

**TIPS FOR THE ANALYST.**

To succeed as a performance analyst, you will need ...  

- Perseverance and curiosity to explore many aspects.  
- Research skills for locating information.  
- An analytical bent for taking information apart and discovering relationships.  
- The courage to live with ambiguity, to not oversimplify.  
- The capacity to tolerate disorder, to find meaning.  
- The power to organize, combine, limit and see new arrangements, frames, or ideas in the data.  
- The ability to synthesize data.

### EXERCISE/EXAMPLE

**THE EIGHT TYPES OF SYNTHESIS MODELS:**

1. Reflection  
2. Two-axis matrix  
3. Three-axis matrix  
4. Flowchart  
5. Events network  
6. Dichotomy  
7. Argumentation  
8. Graphic models.

A *synthesis model* is a structure, in words or on paper, that is used to organize and communicate a large amount of information about a subject.