

# tools of the trade

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**Human Competence** *Human Competence. Thomas E. Gilbert. New York: McGraw-Hill Book Company, 1978. 376 pp. \$19.95.*

Gilbert has synthesized a theory for improving performance. His theory rings with validity and his confidence in measuring performance and developing competence is a refreshing journey through a maze of literature covering human productivity.

This provocative volume offers you a new system for helping people produce results whether they're employees or volunteers.

The author first describes how to measure human competence with surprising precision. His criteria are based not on how much competence exists but on how much more can be created. This positive view is supplemented with various economic models for reducing costs, improving learning, and increasing efficiency. There are work sheets provided to help you put the models into action.

Gilbert has designed a system for measuring performance and diagnosing and remedying incompetence. He demonstrates trouble-shooting sequences and makes suggestions for designing training programs. He translates his theories into step-by-step procedures that will yield better results than ever before.