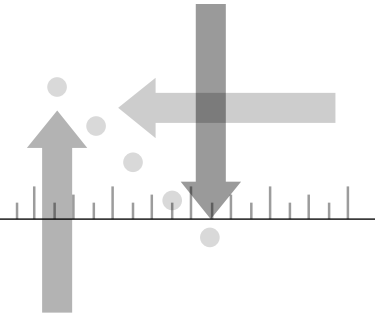


APPENDIX A.4



Tools and Techniques to Consider

If you want to collect information about . . .	And if you want to use that information to . . .	Then you might want to consider . . .
Community needs	Identify needs.	<ul style="list-style-type: none"> ✓ Systematic document review ✓ Focus groups ✓ Dual-response surveys ✓ Performance pyramid ✓ Future wheel ✓ Fishbone diagrams ✓ World Café ✓ Nominal group technique
	Prioritize needs.	<ul style="list-style-type: none"> ✓ Root cause analysis ✓ SWOT+ ✓ Scenarios ✓ Concept mapping ✓ Consensus building ✓ Nominal group technique ✓ Pair-wise comparison

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If you want to collect information about . . .	And if you want to use that information to . . .	Then you might want to consider . . .
Community needs <i>(continued)</i>	Select potential solutions.	<ul style="list-style-type: none"> ✓ Multicriteria analysis ✓ Pair-wise comparison ✓ Performance pyramid ✓ Scenarios ✓ Nominal group technique
Needs of specific clients	Identify needs.	<ul style="list-style-type: none"> ✓ Systematic document review ✓ Interviews ✓ Focus groups ✓ Delphi ✓ Dual-response surveys ✓ World Café ✓ Nominal group technique ✓ Performance pyramid ✓ Future wheel
	Prioritize needs.	<ul style="list-style-type: none"> ✓ Interviews ✓ Focus groups ✓ Root cause analysis ✓ SWOT+ ✓ 2 × 2 matrix decision aids ✓ Scenarios ✓ Concept mapping ✓ Nominal group technique ✓ Pair-wise comparison ✓ Tabletop analysis
	Select potential solutions.	<ul style="list-style-type: none"> ✓ Multicriteria analysis ✓ Performance pyramid ✓ Scenarios ✓ Consensus building ✓ Nominal group technique

If you want to collect information about . . .	And if you want to use that information to . . .	Then you might want to consider . . .
Organizational needs	Identify needs.	<ul style="list-style-type: none"> ✓ Survey ✓ Focus groups ✓ Systematic document review ✓ Dual-response surveys ✓ World Café ✓ Nominal group technique ✓ Performance pyramid ✓ Fault tree diagrams ✓ Future wheel
	Prioritize needs.	<ul style="list-style-type: none"> ✓ Root cause analysis ✓ SWOT+ ✓ 2 × 2 matrix decision aids ✓ Scenarios ✓ Concept mapping ✓ Nominal group technique ✓ Tabletop analysis
	Select potential solutions.	<ul style="list-style-type: none"> ✓ Multicriteria analysis ✓ Pair-wise comparison ✓ Nominal group technique ✓ Performance pyramid ✓ Scenarios
Team performance	Identify needs.	<ul style="list-style-type: none"> ✓ Interviews ✓ Focus groups ✓ Guided expert review ✓ Systematic document review ✓ Cognitive task analysis ✓ Task analysis ✓ Case studies ✓ Performance pyramid ✓ Root cause analysis ✓ Fault tree diagrams ✓ Fishbone diagrams

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If you want to collect information about . . .	And if you want to use that information to . . .	Then you might want to consider . . .
Team performance <i>(continued)</i>	Prioritize needs.	<ul style="list-style-type: none"> ✓ Root cause analysis ✓ 2 × 2 matrix decision aids ✓ Scenarios ✓ Concept mapping ✓ Nominal group technique ✓ Tabletop analysis ✓ Pair-wise comparison
	Select potential solutions.	<ul style="list-style-type: none"> ✓ Multicriteria analysis ✓ Pair-wise comparison ✓ Performance pyramid ✓ Scenarios ✓ Consensus building ✓ Nominal group technique
Individual performance	Identify needs.	<ul style="list-style-type: none"> ✓ Interviews ✓ Cognitive task analysis ✓ Performance observations ✓ Guided expert review ✓ Systematic document review ✓ Performance pyramid ✓ Fault tree diagrams ✓ Fishbone diagrams
	Prioritize needs.	<ul style="list-style-type: none"> ✓ Root cause analysis ✓ Scenarios ✓ Concept mapping ✓ Tabletop analysis
	Select potential solutions.	<ul style="list-style-type: none"> ✓ Multicriteria analysis ✓ Pair-wise comparison ✓ Guided expert review ✓ Performance pyramid ✓ Scenarios