

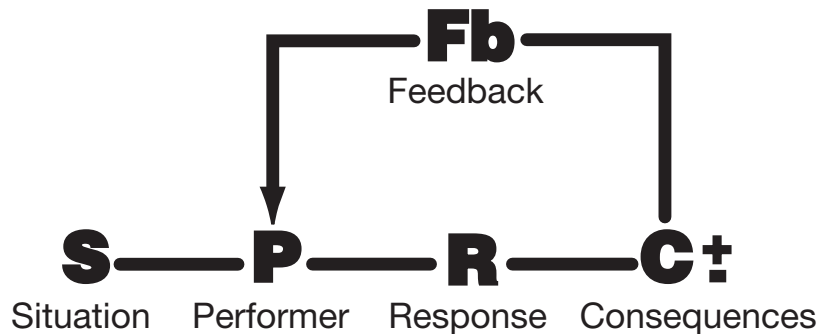
# Designing a New Performance System

## Purpose

To apply the Performance System model to help ensure that a new work-related responsibility is designed for successful implementation.

## Introduction

The Performance System is a very useful model for helping to understand why people perform the way they do—it helps to understand the factors that influence human behavior in a given situation. The Performance System analysis questions and checklist help to identify deficiencies in the Performance System so solutions can be developed and implemented to improve the individual's or group's performance.



The Performance System model can be equally helpful in designing Performance Systems for new work-related responsibilities or a major change in a work-related responsibility for an individual or group. The questions asked for Performance System Design are based on the Performance System analysis questions but reworded to help understand how the new Performance System will be designed and implemented for success. The primary goal is to prevent performance problems in the future by designing an effective Performance System in advance.

## Instructions

1. Review the Performance System Design questions and the Performance System Design example that follow.

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2. Identify a current or upcoming need to implement a new work-related responsibility. Answer the identification questions for the Response. (Use the space below or the Performance System Design Checklist.)

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a. What is the result to be achieved?

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b. What behavior(s) is needed to achieve the result?

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c. For which behavior is the Performance System being designed?

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d. What is the desired Response?

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e. Who is the Performer (individual or group)?

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3. Use the Performance System Design worksheet to design the Performance System by answering the design questions for Situation, Performer, Consequences, and Feedback. Include Performance System Comments that will help with the design details and/or help to identify the actions to implement the new Performance System. Use the Balance of Consequences worksheet if it will help answer the Consequences questions—this is especially useful if you are designing a change in behavior (i.e., a new desired Response that replaces an old desired Response) by considering the Consequences for both the

new desired Response and the alternative or undesired (i.e., old) Response (which may compete with the new desired Response).

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4. Create an action list of who does what by when for implementing the new Performance System.

What Action	Who	By When

5. Implement the action plan. List here how you will follow up to ensure that the new Performance System is working effectively.

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