



DESIGN Checklist

Identification Questions

What is the result to be achieved?

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

For which behavior is the Performance System being designed?

What is the desired Response?

Who is the Performer (individual or group)?

Design Questions

Performance System Comments

Situation

1. What are the performance expectations, including measures and standards, for the desired Response?
2. How will performance expectations be clarified with the Performer?
3. How will we ensure the Performer agrees that these expectations are attainable?
4. What is the signal to perform? How will we ensure the Performer easily recognizes the signal to perform?
5. How will we ensure the input the Performer receives is appropriate, correct, and timely?
6. How will we ensure job procedures, processes, and work flows are effective?
7. How will multiple or competing priorities be clarified?
8. How will we ensure adequate resources are available: time, people, money, information, tools, space, or equipment?
9. How will we ensure the physical surroundings support effective performance?

Performer

1. How will we ensure the Performer has the necessary knowledge and skill to perform?
2. How will the Performer know why the performance is expected?
3. How will we ensure the Performer is well suited to the job?

Consequences

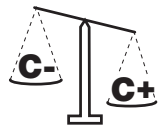
1. How will we provide appropriate Consequences immediate enough to encourage the desired Response?
2. How will we ensure appropriate Consequences are provided consistently?
3. How will we ensure the Consequences are significant to the Performer?
4. What will be the Consequences to the organization?
5. How will we ensure, on balance, that the Consequences encourage the desired performance?
[Complete a Balance of Consequences worksheet as needed.]

Feedback

1. What information (Feedback) will be received about performance, and how will the Performer receive the information?
2. How will the Feedback be used to encourage the desired performance?
3. How will relevant measures of performance be fed back?
4. How will the Feedback include progress over time?
5. How will the Performer receive timely Feedback?
6. How will the Performer receive Feedback frequently enough to maintain or enhance performance?
7. How will the Feedback be specific enough to influence performance?
8. How will the Feedback include information about the value of the performance to the organization?
9. How will we ensure the Feedback is communicated in a positive, non-threatening manner?



Balance of Consequences



Balance of Consequences

