

Performance System Design Questions

Response

- 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)?

Situation

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

Performer

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

Consequences

- How will we provide appropriate Consequences immediate enough to encourage the desired Response?
- How will we ensure appropriate Consequences are provided consistently?
- How will we ensure the Consequences are significant to the Performer?
- What will be the Consequences to the organization?
- How will we ensure, on balance, that the Consequences encourage the desired performance?

Feedback

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