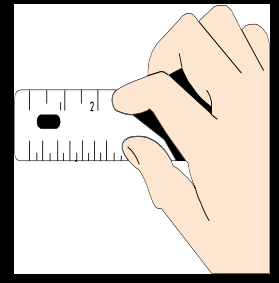


PRE-WORK USING PERFORMANCE STANDARDS to IMPROVE BEHAVIOR



- 1. Please identify a *challenging behavior* related to a practice area of one of your employees:**

- 2. Define the *desired behavior or Desire Future State?* (hint: refer to Handout #18 (At-a-Glance Summary of QSR Indicators) and Handout #19 (Quality Service Review Protocol Rating Scale Logic) from Module 2: Living the Mission.**

- 3. What is the percentage of time your worker is currently demonstrating the desired behavior?**

How do you know this? Have you gathered the data to support this percentage?

If so, what *measures* did you use?

If not, what *measures* could you use?

PRE-WORK
USING PERFORMANCE STANDARDS to
IMPROVE BEHAVIOR (continued)

Are these measures currently available from existing forms and procedures or do you need to create new forms and procedures to gather the baseline data?

4. What is the percentage of time you expect this behavior to be performed in this way?

5. Assess the behavioral performance standard using these guidelines:

YES

NO



• **Specific?**



• **Measurable?
(how?)**



• **Action-Oriented?**



• **Realistic?**



• **Time Limited?
(When will you evaluate?)**

