

On-the-job Performance

SwOBM Conference 2018

Introduction

Output: **Relationship**

Criteria: *Encourages sharing of experiences and ideas throughout the day*

Resources:

- People around your table
- 5 minutes

*"The best job is when you leave
knowing how you did.*

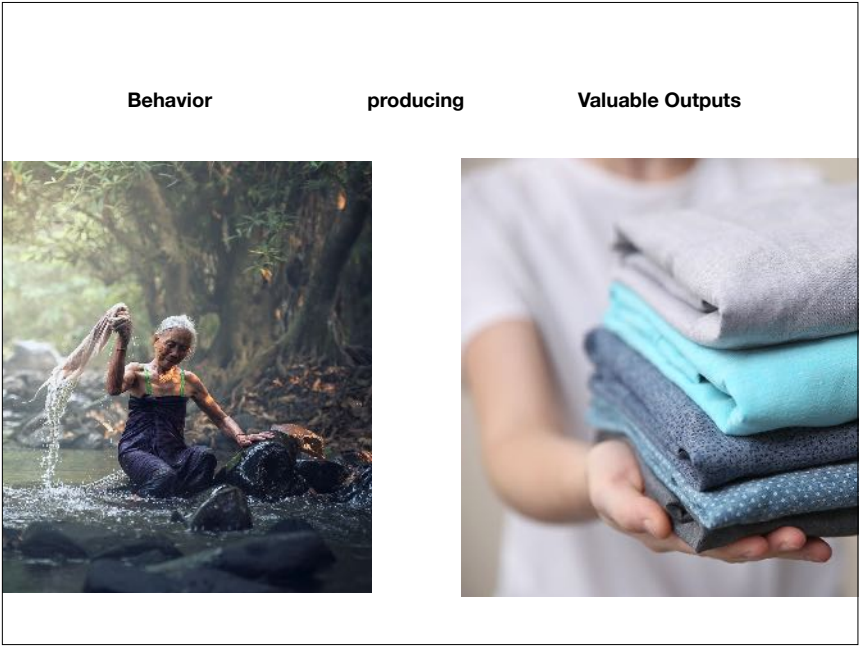
Aubrey Daniels

*"The measure of a leader is the
behavior of his followers.*

Aubrey Daniels







Behavior

producing

Valuable Outputs



Behavior

producing

Valuable Outputs



Human performance is **behavior** producing **work outputs** that contribute to **business results**.



Examples of Criteria

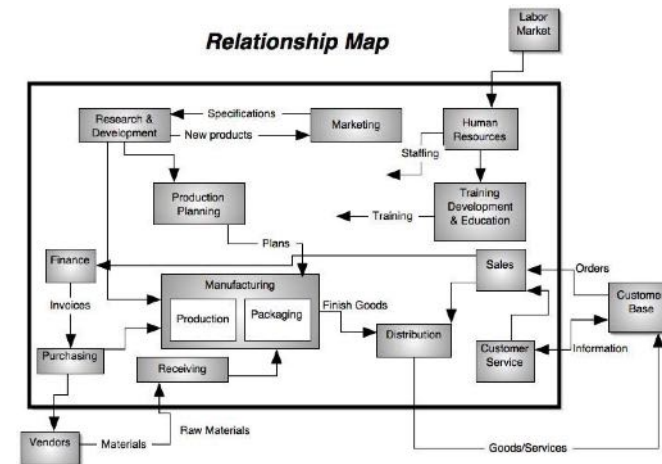
Work Output	Criteria
Pizza Margarita	<ul style="list-style-type: none">• Crusty, thin dough• Tomato sauce and mozzarella cheese on top• Hot• Plate size

Examples of Criteria

Work Output	Criteria
Decisions on start, stop and continuation of projects	<ul style="list-style-type: none"> Delivered to the recipient by a due date or within a time frame that allows efficient and effective action to be taken Aligned with Org strategic goals/plans Was created through the consideration of all relevant factors that will impact those who are affected by the decision Has only one potential meaning or interpretation (unequivocal)

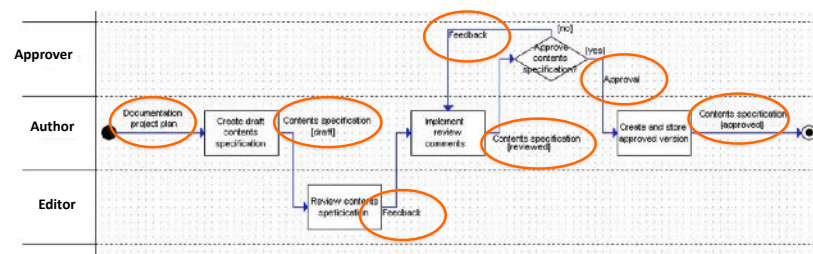
Workplace

Value delivered from one department to another



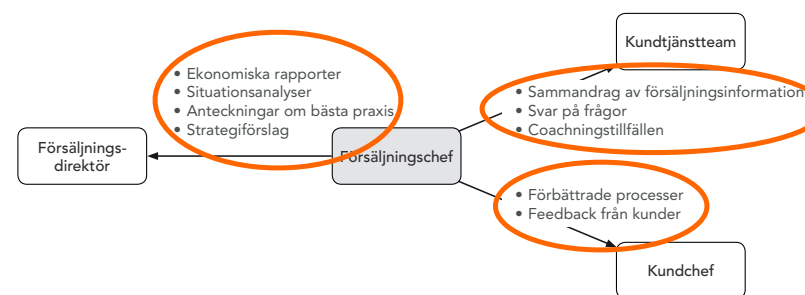
Work

Value delivered from a process or a process step



Worker

Value delivered from an individual to others



Discussion

Behavior: Discuss one of the questions assigned

Output: **List of valuable outputs to bring**

- Criteria:
- *Compiled through inputs from all around your table*
 - *On a flip chart posted on the wall*
 - *Readable*
 - *Stated as nouns*

- Resources:
- 30 minutes
 - Flip chart and markers

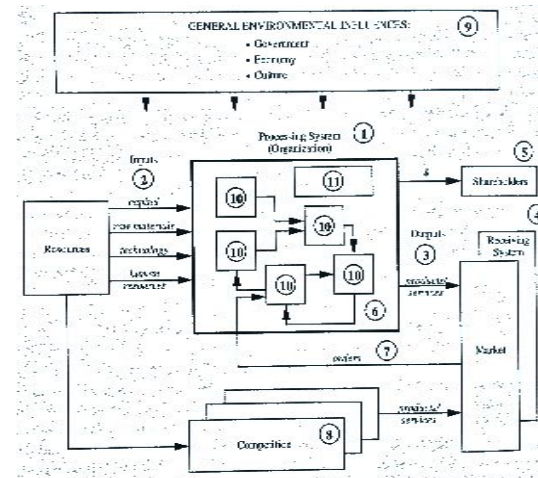
*There is nothing so useless as doing
efficiently that which should not be done
at all.*

Peter Drucker

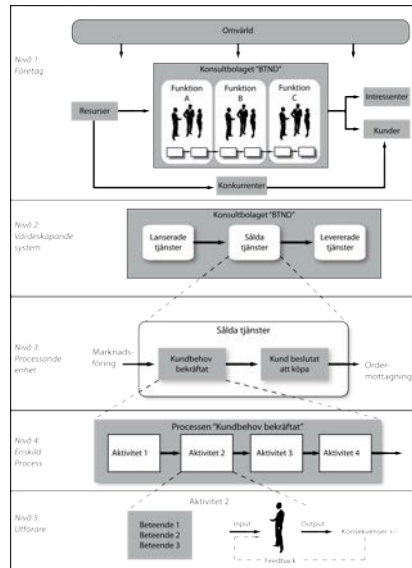
The lasting value of any organization is measured in terms of its contributions to its external clients as well as to our shared society.

Roger Kaufman

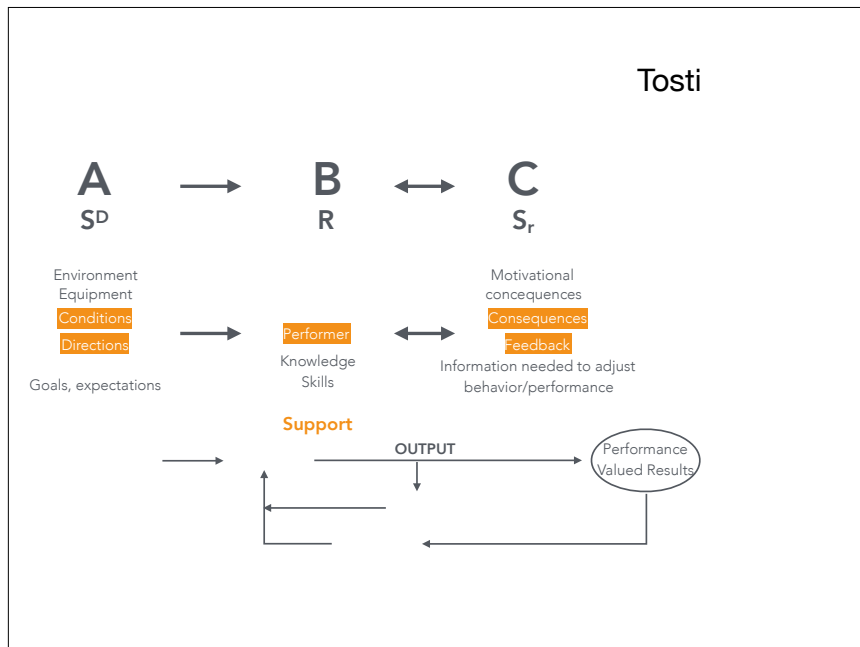
Rummler



Rummler



Tosti



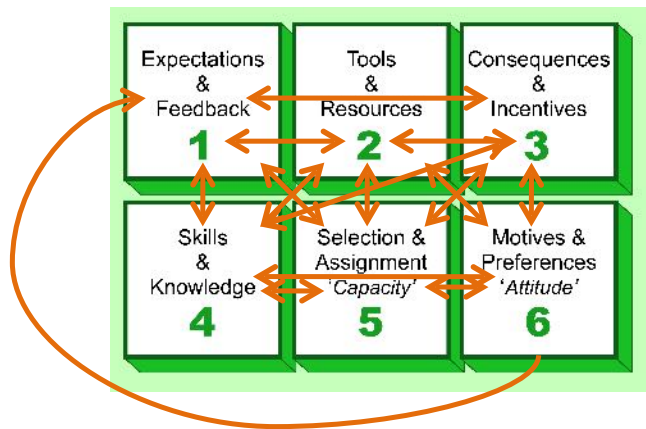


Gilbert

	S^D Information	R Instrumentation	S_r Motivation
E Environmental Supports	Directions Data Feedback	Conditions Instruments	Consequences Incentives
P Person's Repertory of Behavior	Knowledge	Performer Capacity	Motives

Binder

The Six Boxes® Model of Behavior Influence



"A manager's role is to help people be successful"

Aubrey Daniels

“I’m a Resource.”



Discussion

- Behavior:
1. Form a triad
 2. Discuss the questions assigned sharing your own experience.
 3. Identify ideas/tools in the conversation that you find new and/or important.

Output: **Post-It's of new and/or important ideas/tools**

- Criteria:
- *Contains ideas or tools that you find new/or important and that has been triggered by inputs from today's entire session*
 - *One idea per Post-It, posted on the wall*
 - *Readable*

- Resources:
- 30 minutes
 - Big Post-It's and markers

Closing

Behavior: 1. Use your note pad to take notes

Output: **Note pad with valuable outputs**

Criteria:

- *Contains ideas, models, contact information, questions, answers, etc. Outputs from the conference that you find valuable*
- *Readable*

Resources:

- SwOBM Conference
- Note pad