

Performance Management (PM)

Tool Kit

There are lots of ways to improve performance and results in the workplace. OBM involves choosing the right tool in the right situation to drive changes in behavior and organizational results.

Goal setting

Use intermediate and long-term goals to set performance expectations and celebrate incremental accomplishments.

Reinforcers & Incentives

Use individualized awards, performance-based incentives, and verbal praise to drive continued behavior improvements and encourage discretionary effort.

Assessment Tools

Use the Performance-Diagnostic Checklist and contingency analyses to identify the antecedents and consequences in workplace that are keeping employees from maximizing effectiveness.

Job Aids/Prompts

Use task analyses, equipment signage, and checklists to provide employees with guidance and directions when faced with complex tasks on the job.

Performance Feedback

Use graphical feedback to identify current strengths and weaknesses in performance and track progress towards individual goals.

PM focuses on improving behavior AND results to ensure changes in individual behavior leads to changes in bottom-line metrics.

PM-related Job Titles:

Industrial Engineer

Human Capital Consultant

Performance Management Consultant

Management Analyst

Organizational Development Practitioner

Recurring Job Requirements:

- Establish individual performance mapping to set up Key Performance Indicator (KPI) frameworks.
- Create metrics and analytics that effectively measure, benchmark and monitor impact on organizational and individual success.
- Participate in evaluations and assessments designed to identify and define issues, review and analyze data, and evaluate/document best practices.
- Assist both internal and external stakeholders with creating team goals and competencies that align with the strategic goals and objectives of the overall organization.

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