



Building Rapport

Increasing trust and buy-in with reports leads to discretionary effort and lasting results.



Delivering Feedback

Graphical, written or verbal feedback helps employees objectively identify what they are doing well, and what things they can improve upon.

Identifying Reinforcers

Reinforcers are about function, not intent. Even though incentives and awards might seem be a popular choice, finding individualized reinforcers lead to more robust performance improvements.



OBM Prerequisite Skills

Presenting Results to Stakeholders

Stakeholders care about results! Link key behaviors to bottom line metrics using data to back up your case.



Measuring Performance

OBM is all about directly observing performers and measuring their behavior. Collecting this data helps us make real-time adjustments to our improvement interventions.



Pinpointing Performance Results

Precisely defining target performance and results help us measure changes in performance. Pinpoints should be clear, concise, and observable.

