

MANAGING EMPLOYEE PERFORMANCE

Self Directed Action Plan

Employee Name: _____ Department: _____

This worksheet is a tool to help you succeed in your job. This planner will take you through five simple steps toward improving and sustaining a behavior or a work habit change.

Step 1. Describe the behavior or work habit that can be improved and why it is important to your success.

You must be very clear about what is being asked of you and why. Can you write what the behavior change is and when it must be completed? Can you state how behaving differently will benefit the customers you serve, your peers, yourself? If you cannot do this step...stop and speak to your supervisor to help you describe the changes that are being asked of you.

Example: *I plan to let others know when I am unable to meet a commitment and ask for help if necessary.*

Step 2. Clarify your interest in changing this work behavior and/or work habit.

You have to believe that the result of your efforts will be worth the work involved in changing a work habit. You need to be clear about this before you begin to create an action plan. If you are not clear, then other “things” will get in the way and push you off course.

In a quiet place, ask yourself the following questions about this change:

- Do I believe that a change in behavior is needed for me to be successful in my job?
- Am I convinced that the benefits of making this change are worth it? In other words, “what’s-in-it-for-you” to change?
- Can I *picture* myself being able to behave differently?
- Can I communicate what the change in behavior will look like to others?
- Do I have the personal discipline needed to focus on changing this behavior?

Now... complete the following exercise:

Weighing the Costs & Benefits

Changing this behavior is worth the effort because...	Changing this behavior is not really worth the effort because...

Now look at the reasons not to pursue this change. Can you talk yourself out of these misgivings? If you can't, your mixed feelings will interfere... and it will show up eventually. Talk to your supervisor or obtain advice from Human Resource Services if you have real misgivings about your ability to make this change.

Step 3. Take Inventory. List all the forces that support your ability to make this change. Then list all the forces that work against your ability to make this change. Forces can be many different things both outside yourself and inside yourself:

- **Skills...** *communication, customer service, time management, organizational, technical*
- **Schedules...** *work, children, school, meetings*
- **Access to resources...** *transportation, day care, doctor's, EAP, manager, Human Resources, training programs*
- **Knowledge...** *policies, programs*
- **Relationships...** *peers, feedback opportunities, managers*
- **Personal motivations...** *job satisfaction, doing a good job, commitment to peers, patients, family demands*
- **Rewards...** *perceptions of peers & supervisors, improved success, salary increase*
- **Self-Concepts...** *reliable/ not reliable, disciplined/ not disciplined, able/ not able.*
- **Beliefs...** *the change will be good or bad, my supervisor supports me/ does not support me.*

Example: An Inventory to meet Commitments

Forces that support this change...	Forces that oppose this change...
<ul style="list-style-type: none"> ☐ I want to keep my promises ☐ I don't like it when others do not communicate to me. 	<ul style="list-style-type: none"> ☐ I do not want to be perceived as unreliable or incompetent. ☐ My time management skills are not very good. ☐ Other peers are as busy as I am, I don't want to be a bother.

An Inventory

In the left column, list forces driving or pushing you to change a behavior/ work habit.

In the right hand column, list forces restraining you or getting in the way of your changing a behavior and/or work habit...

Forces that support this change...	Forces that oppose this change...

As you look at this inventory, look at the list of opposing forces. Star those forces that you can eliminate and/or minimize. This is the basis of your action plan. It's easy to get stuck on this step and not see how it could turn an opposing force into a supporting force. **You do not have to do this step alone!** Seek out another set of eyes (or even two) to help you brainstorm. Pick a safe person who will be candid and creative with you. This could be a family member, peer, an EAP counselor, a staff person, a member of the clergy, or personal counselor.

Step 4. Develop a list of “Do-ables”...The stepping-stones to action

A “do-able” is a behavior change, new skill, insight, commitment, conversation, (etc.) that meets the following criteria:

- Stands a good chance of being accomplished.
- Meets and does not conflict with personal needs and/or values.
- Builds trust, momentum and confidence in your ability to make a change.

Examples of Do-ables: To meet my commitments

1. Create a realistic plan with timelines.
2. Establish a reminder system via a calendar to prompt me to meet my deadlines.
3. Attend a training program on time management
4. Go to bed 1/2 hour earlier to get more sleep.
5. Put a list of do-ables on my bedroom mirror.
6. Meet with my supervisor to explore making some changes to my schedule.

Step 5. Make a commitment to yourself in writing.

An Action Plan is a written commitment to follow through with the “Do-ables”. Putting your thoughts into words is an effective way to help you make this behavior change.

To be successful an Action Plan must:

- ☐ Be simple...yet focus on the “do-ables” that will create success.
- ☐ Clarify responsibilities.
- ☐ Discuss how you know if it is working.
- ☐ Discuss what you and your supervisor will do if it is not working.
- ☐ Clarify an end and a beginning.

Action Plan

Behavior Change:		
Do-able:	Resource and/or Contact Person	Date to be completed

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____