

Custom Items

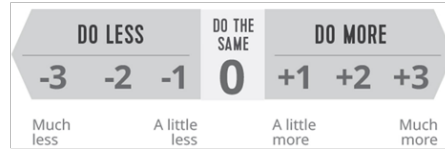
for Measuring Behavior Change



Feedback on improvement



Feedforward on how to continue



You will usually need two or three items for each major theme in a development plan. A total of 6 items, give or take, is all it takes—and no more than 10 (after all, there are only so many changes you can successfully make at once). The best items are short, simple, and specific and describe behaviors that you are committed to working on and that could make a big difference to performance.

Since raters will be rating how much change they've seen, verbs are usually best written as gerunds—that is, with “-ing” (e.g., Taking charge [vs Takes charge], Empowering others [vs Empowers others]).

Name:	Roger Sample	
When did you start working to improve these behaviors?	9 months ago	
1.	Doing less detail-work himself and delegating appropriately to others.	
2.	Being balanced and open-minded in weighing input to decisions.	
3.	Spending time and energy to strengthen the accounting function across the organization.	
4.	Improving the efficiency and effectiveness of the quarterly financial close and reporting process.	
5.	Reaching out to collaborate with finance and accounting people in the businesses.	
6.	Speaking up and expressing his views.	
7.	Being decisive; taking action in a timely manner.	



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