

Expectations

E

Clear direction
*"I know what I should
do and why."*

Skills

S

Knowledge and skill
to do the work
*"I can do what I
should do."*

Resources

R

Support and resources
to do the work
*"I have what I need to
do what I should do."*

Consequences

C[®]

Willingness to do the
work
*"I want to do what I
should do."*



Without these, people can't perform

Without this,
people won't
perform

Assessing People Performance



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