



weSupport Tracking

Easy as 1-2-3!

1. Behavior Definitions
2. Set Goals
3. Track for two weeks
 - ✓ daily counting forms
 - ✓ goal progress charts

ID/Name: _____

1

BEHAVIOR DEFINITIONS

FAMILY & PERSONAL SUPPORT

Daily Problem Solving

- Adjusting or facilitating work assignments to support employees' family or personal needs
- Telling employees about existing company resources or policies that support family or personal needs

Emotional

- Expressing empathy, understanding, or offering help when an employee shares a family or personal challenge
- Celebrating employees' family or personal successes
- Asking open-ended questions to elicit employees' family or personal needs, such as "what can I do to help?"

Role Model

- Sharing a family or personal priority with an employee
- Sharing ideas or advice with employees about how you manage your own work and family or personal priorities
- Experimenting with new ways of doing work that benefits your own family or personal life

Creative Management

- Asking for input about how work can be organized to benefit BOTH company and family or personal priorities
- Implementing a new group work method that better supports employees family or personal priorities
- Encouraging employees' to experiment with new ways of doing work that benefit their family or personal lives

1

BEHAVIOR DEFINITIONS

PERFORMANCE SUPPORT

Measurement & Direction

- Collecting or recording data on individual or group performance
- Setting a goal or sharing a clear and measurable expectation with an employee or team
- Providing advance notice about upcoming events that could change or disrupt employees' work

Feedback & Coaching

- Providing praise for a good idea or work result
- Giving feedback (OR asking for feedback) about performance data, progress toward goals, or the quality of work results
- Teaching an employee a technical skill or work strategy

Providing Resources

- Asking an employee about the adequacy of their equipment, tools, or resources
- Asking "What can I do to help you get your job done?"
- Providing support or tools that employees need to accomplish their work

Support for Change

- Asking for or listening to employee's suggestions about new ways to measure or accomplish work results
- Expressing support for the STAR process, or discussing challenges that arise while people make changes
- Reinforcing employee behavior that helps your group achieve the "guideposts" of a STAR work environment

2

SET GOALS

- **FAMILY & PERSONAL SUPPORT**

Recommended two-week goal:

one support per employee per week
 $(\# \text{ employees}) \times 2$

- **PERFORMANCE SUPPORT**

Recommended two-week goal:

one support per employee per week
 $(\# \text{ employees}) \times 2$

*Enter your goals into your
goal charts like the example on
the next page*

2

SET GOALS

EXAMPLE GOAL CHART*28 employees***FAMILY & PERSONAL
SUPPORT CHART**

75

two-week
goal
($28 \times 2 = 56$)

56**GOAL**

50

Draw and
mark goal
line

25

Fill square
for each
behavior
recorded
on daily
forms

0

X X X

START

3) TRACK FOR 10 WORKDAYS

EXAMPLE DAILY FORM

Date: 3 / 10 / 13

FAMILY & PERSONAL SUPPORT

daily problem solving	X									
emotional	X	X								
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL									3	

PERFORMANCE SUPPORT

measure & direction	X								
feedback & coaching	X								
providing resources	X								
support for change									
DAILY PERFORMANCE SUPPORT TOTAL								3	

NOTES

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DAY 1

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 2

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 3

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 4

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 5

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 6

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 7

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 8

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 9

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 10

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 11

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 12

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 13

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

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DAY 14

Date: ____/____/____

FAMILY & PERSONAL SUPPORT

daily problem solving										
emotional										
role model										
creative management										
DAILY FAMILY & PERSONAL SUPPORT TOTAL										

PERFORMANCE SUPPORT

measure & direction										
feedback & coaching										
providing resources										
support for change										
DAILY PERFORMANCE SUPPORT TOTAL										

NOTES

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FAMILY & PERSONAL SUPPORT CHART

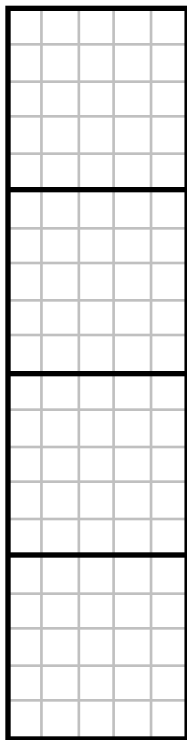


75

50

25

0



GOAL

START



PERFORMANCE SUPPORT CHART

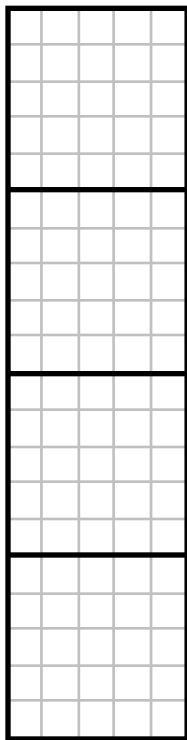


75

50

25

0



GOAL

START

