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How to Precisely Pinpoint Performance

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Goal of this Pinpoint Module:

- Tell how to separate behavior and result pairs from labels and non-acts.
- Describe need for fluency and channel considerations.
- Not to describe advantages of different types of frequency pairs - which is done in "Pinpoints" module.
- Not to provide practice - which is done in our "Pinpointing" module.

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Notes and ideas:

People Track Performance:

Non-performance:

- LABELS Lazy, Good attitude,
- NON-ACTS Accident free days

Performance:

- BEHAVIORS Lists product features
- RESULTS Items sold per day

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Notes and ideas:

Sample Label Pairs

Wanted:

- Ambitious
- Courteous
- Self-starter
- Cooperative

Unwanted:

- Lazy
- Rude
- Has to be told
- Competitive

**Tell neighbor three other label pairs
and write them below:**

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Notes and ideas:

Performance Labels

- Can't be counted.
- Force using insensitive rating scales.
- Put problem in the person.
- Blame or praise the performer.
- Hide behaviors needing change.
- **DON'T LABEL !!**

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Notes and ideas:

Sample Non-acts

- Zero defects
- Accident-free days
- Eyes on work
- Correct lifting position
- Never late for work

Tell neighbor three other non-acts and
write them below:

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Notes and ideas:

Performance Non-acts

- Can't be counted.
- Hide the wanted and unwanted performance.
- Rewards must be given after specified time with no-action - when performer is doing something else.
- Can't reward wanted, nor penalize unwanted performance .
- **DON'T PINPOINT NON-ACTS !!**

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Notes and ideas:

Lindsley's Dead-man Test for Behavior

- Separates behavior from non-acts.
- If a dead man can do it, it isn't behavior, so don't waste time trying to change it.
- Behaviors are always verbs (Harless).

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Notes and ideas:

Single Behaviors

- Much, much better than labels.
- Much better than non-acts.
- Because wanted and unwanted behaviors change independently, singles don't guarantee success.
- One third of the time single pinpoints give unwanted outcomes.
- **ALWAYS PINPOINT A PAIR !!**

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Notes and ideas:

Behavior Pairs

- Pinpointing wanted/unwanted pairs guarantees quality and accuracy.
- The wanted part of the pair tells the performer what to do in place of the unwanted part of the pair.
- If one of the pair is not changing in the desired direction it can be quickly seen and remediated
- **ALWAYS PINPOINT AND CHART A PAIR !!**

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Notes and ideas:

Sample Behavior Pairs

Adjusts spacing exactly off guide

Uses calculator correctly poorly

Aims free throw in 3 sec. over 3 sec.

Follows job aid exactly inexactly

Greets customer warmly coldly

Tell neighbor three other behavior
pairs and write them below.

- **ALWAYS PINPOINT AND CHART A PAIR !!**

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Notes and ideas:

Gilbert's Leave-it Test for Results

- Separates behavior from its results (called accomplishments by Gilbert).
- If you leave it behind when you walk away from the job, it is a result.
- Results are always nouns (Harless).

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Notes and ideas:

Sample Result Pairs

Parts	accepted	rejected
Math problems	corrects	errors
Free throws	hits	misses
Order forms	perfect	with errors
Customers	satisfied	unsatisfied

Tell neighbor three other result pairs
and write them below.

- **ALWAYS PINPOINT AND CHART A PAIR !!**

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Notes and ideas:

Performance Pictures

- Over ten different pictures of incorrect and error frequency changes occur in most situations.
- Ten performance pictures are drawn on the next page.
- A point-see-say performance picture practice sheet follows that.
- **ALWAYS PINPOINT AND CHART A PAIR !!**

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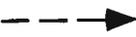
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Notes and ideas:

Ten Performance Pictures

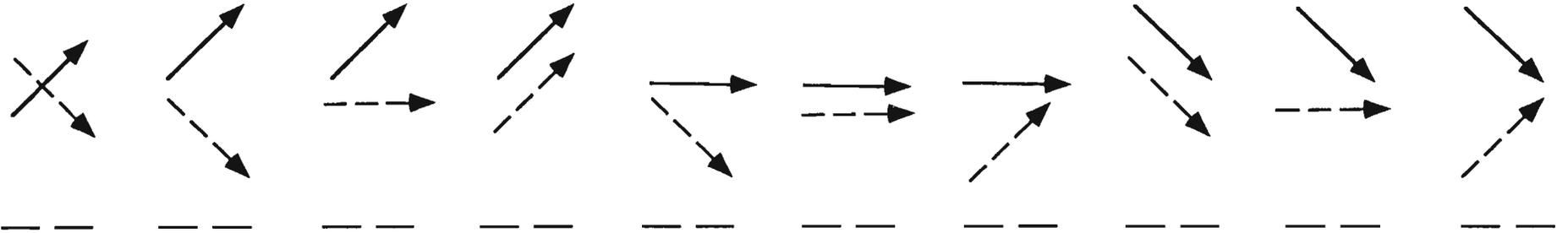
Line Code:

Corrects 

Errors 

Record Floor
(Zero Level) 

PINPOINT-14A



Cross-over

Jaws

Take-off

Uphill

Dive

Tracks

Surface

Down-hill

Landing

Snow-plow

Corrects increasing
Errors decreasing

Corrects increasing
Errors increasing

Corrects maintaining
Errors maintaining

Corrects decreasing
Errors decreasing

Corrects decreasing
Errors increasing

Corrects increasing
Errors decreasing

Corrects increasing
Errors maintaining

Corrects maintaining
Errors decreasing

Corrects maintaining
Errors increasing

Corrects decreasing
Errors maintaining

%
Increasing
rapidly

%
Increasing
rapidly

%
Increasing
slowly

%
Maintaining

%
Increasing
slowly

%
Maintaining

%
Decreasing
slowly

%
Maintaining

%
Decreasing
slowly

%
Decreasing
rapidly

Name (ID#) _____ D__ M__ Y__ Timing No. this day: __ No. of min: _

Point Say how proportion (%) changes across time: (increasing, inc)

PerformPic™ & Prop
Num Ord, Page 1
Pics = 14

PINPOINT-14B

										(10)
										(20)
										(30)
										(40)
										(50)
										(60)
										(70)
										(80)
										(90)
										(100)

Fluency

- Eric Haughton discovered that aiming performance at high frequencies produced more:
Retention Endurance Application
Standards Stability Confidence
- Results from a sample fluency study in naming Greek letters to different practice frequencies was compared to their later correct retention frequencies.

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Notes and ideas:

Fluency Data sample

Greek letters correctly named per min.

<u>Practice</u> no/min	<u>Retention</u> no/min
70	70
60	60
50	50
40	28
30	12
20	4

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Notes and ideas:

Pinpoint for Fluency Aims

- Brief pinpoints (1 or 2 syllables) permit practice to fluencies above 60 per minute.
- Abbreviating words permits fluent practice aims - three samples:
Frequency to Freq
Celeration to Cel
Number per minute to Nm
- Tell neighbor three fluency briefs from your work and write below.

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Notes and ideas:

Select Channel for Learning

- Precision Teaching also discovered that the see-say and hear-say channels are most comfortable for most learners and produce higher frequencies and steeper learning.
- Design practice material pinpoints to permit rapid switching from hear-say to see-say and to see-write channels.

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Notes and ideas:

Pinpointing Don'ts

- No labels.
- No non-actions.
- No counts without time.
- No time without counts.
- No Large low-frequency pinpoints.
- No cumbersome channels.

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Notes and ideas:

Pinpointing Do's

- Always pinpoint a hit/miss pair.
- Pinpoint a result pair first.
- Pinpoint a behavior pair next guided by peachy and lemony performers.
- Track only frequencies (count/min).
- Pinpoint for high fluency aims.
- Select high celeration channel.

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Notes and ideas: