

Duty/Task:									
I-5 Provide staff incentives									
STEPS (Required to Perform the Task)	PERFORMANCE STANDARDS (Observable & Measurable Criteria)	TOOLS, EQUIPMENT, SUPPLIES & MATERIALS (Needed)	REQUIRED KNOWLEDGE AND SKILLS (Math, Science, & Language)	SAFETY (Concerns)	WORKER BEHAVIORS (Important to Worker Success)	DECISIONS (Identify Decisions that Must be Made by the Worker)	CUES (Identify the Data Needed for Making Correct Decisions)	ERRORS (Indicate What May Result if Incorrect Decisions are Made)	
1 Identify desired behaviors or result outcomes that staff are expected to achieve	1 Identified desired behaviors or results to reward that had the most impact on CSA performance	1 Computer, word processing software	1 Knowledge of desired results and employee behaviors that will produce those results	1 Include safety suggestions or hazard identification	1 Discerning, analytical, results-oriented	1 What behaviors should I reward? Will those behaviors lead to the results I want to achieve?	1 Desired results, employee's willingness to achieve the desired results based on potential reward	1 Won't incentivize the desired results, staff incentives will be a waste of time and resources	
2 Identify individual and group rewards that staff members will value	2 Identified rewards that were motivational (meaningful) to individual and group staff (e.g. gift cards, free produce, plaques, money, group recognition)	2 Computer, word processing software	2 Knowledge of staff and what motivates each person, knowledge of reward options	2 N/A	2 Creative, discerning	2 What rewards will employees value? Are they affordable and manageable?	2 Knowledge of individual employees, types of rewards being considered	2 Won't have rewards that people value, incentives won't produce the desired results, waste of time and resources	
3 Provide rewards to staff as behaviors are demonstrated or result outcomes are achieved	3 Provided rewards soon after desired behavior was observed or result outcomes were realized	3 Selected reward(s)	3 Knowledge of desired results and employee behaviors that will produce those results, observation skills	3 N/A	3 Sense of urgency, supportive, observant	3 Did I provide a reward that was meaningful to this employee? Did I provide it soon after the desired behavior/result was demonstrated?	3 Employee reaction to reward given, time between when the reward was earned and when it was actually given	3 Employee won't associate what they did with the reward given if it was not done immediately	
4 Evaluate impact of incentive rewards and modify as needed	4 Objectively evaluated results from provided incentive(s) and determined if changes were needed	4 Computer, spreadsheet software, incentives provided	4 Evaluation skills, organization skills, analytical skills	4 N/A	4 Analytical, accurate, objective	4 Did the rewards produce the desired results? What could be done to improve the incentives and results?	4 Results measures, employee feedback	4 Incentives won't produce the intended results, employees will not perceive them to be motivational	
Analyst: John Moser			Specific Relevant References: www.humanresources.about.com						