REQUIRED DRIVERS

SUPPORT

Reinforce
- Follow-up modules
- Work review checklist
- On-the-job training (OJT)
- Self-directed learning
- Refreshers
- Job aids
- Reminders
- Executive modeling

Encourage
- Coaching
- Mentoring

Reward
- Recognition
- Pay for performance

ACCOUNTABILITY

Monitor
- Action learning
- Interviews
- Observations
- Self-monitoring
- KPIs (key performance indicators)
- Action plan monitoring
- Dashboard
- Work review
- Survey
- Touchbases / meetings

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