

*PRICE + Measurement + Feedback =
Improved Individual & Group/Team
Behavior*

I. PRICE SYSTEM* for improving behavior

Pinpoint to identify what you specifically seek to improve

Record to create behavioral baselines and improvement benchmarks

Involve key players in identifying change solutions

Coach using real-time feedback and drill-down specificity

Evaluate with user friendly questionnaires and understandable reports

II. STARS feedback principles

Specific so that active speaking and listening happens

Timely to maximize the impact and increase the probability of change

Affect-neutral to get the message and spare the emotional avoidance

Reliable to send consistently true messages on a schedule of constancy

Standards that give the messages meaning for all situations engaged

III. MBC:** Measuring Behavior Change

Mission: To measure the dynamics of how people work together

Strategy: Establish real-time behavior accountability

Objective: Grow from a group to a team to a perfect-performing team

* Developed from methods used in behavior therapy, the PRICE model was published in Ken Blanchard and Robert Lorber's book, Putting the One Minute Manager to Work, 1984.

** For more information visit www.teammax.net .