

WORD PICTURE for Accuracy		
⚙️ NEEDS WORK	👍 GOOD WORK	⚙️ GREAT WORK
<p>I am reluctant to admit my mistakes sometimes hiding them in hopes they won't be discovered.</p> <hr/> <p>My requests for action are often followed by lots of back/forth communication to clarify my original request.</p> <hr/> <p>I don't worry about errors because I know that whoever handles or QA's my work will catch any errors I miss. That's what those people are there for.</p>	<p>I see my mistakes as an opportunity to improve. I report my mistakes to my manager directly, prepared with a good solution whenever possible.</p> <hr/> <p>People generally understand my requests for action, but I often find myself going back to explain factors I assumed folks already knew.</p> <hr/> <p>I take pride in my work and double-check when time permits. I occasionally find errors. I sometimes worry when I submit work that it is not as good as it could be.</p>	<p>I appreciate it when my mistakes are found. I report my mistakes and correct them whenever possible, even if it means learning new skills and tools. I use my mistakes as teaching tools and talk about the experience to help my peers avoid making the same mistakes.</p> <hr/> <p>I make sure my communications include a clear request of future action: who, what, where, when, why and how. I leave no gaps or room for misinterpretation.</p> <hr/> <p>Getting my work right before I submit it saves time and eliminates costly, time-consuming errors. I come in ahead of deadline whenever possible so I have time to rest and recharge. Then I also have time to ask a peer for help if I have any doubts.</p>

Word Pictures: The Best Tool For Setting Performance Standards

Word Pictures™ are behavioral descriptions that an organization can use to set explicit behavioral expectations, distinguish between high and low performers and hardwire accountability. What an organization needs is a tool to teach employees about the attitudes, behaviors, values and standards that you want them to exhibit.

You can use Word Pictures to revamp your performance reviews, teach employees, set high standards, and more! In fact, Caesar's Palace used our Word Pictures to set new standards in customer service for all their hotel & casino employees, and immediately thereafter, scored their highest customer satisfaction scores ever!

Word Pictures use a 3-part set of standards, called **Needs Work** (to describe poor behaviors), **Good Work**, and **Great Work** (to describe high performer behaviors).

With this 3-part model (based on a learning technique called 'concept attainment') you can easily distinguish great from mediocre performance. And you will never again have employees asking why you didn't give them the highest score on their performance reviews!

Here's an example Word Picture that a client created to teach employees how to be Accurate in their work. Notice that in the Needs Work column they wanted employees to

understand that it's never a good idea to hide mistakes in the hopes that they won't be discovered. Instead, as you can see in the Great Work column, they want all employees and leaders to appreciate it when mistakes are found and even proactively report their own mistakes.

In this program, we'll give you lots of Word Pictures, including Innovation, Expertise, Customer Service, Accuracy, Flexibility, Management, Communication, Financial-Awareness and more!

And we'll show you techniques, from companies like Caesar's Palace, about amazing ways to institute Word Pictures into your culture to teach all employees how to be high performers.

We've never given out Word Pictures like this in a webinar training before. So don't miss this special event presented by the person who invented Word Pictures, New York Times Bestseller Mark Murphy.