Creating Action Plans

- **Identify the Required Behaviors**
  Identify specific behaviors and tasks that are critical for success and/or change.

- **Identify Reasons or Objectives for Reaching the Performance Level**
  Why is the performance level or new behavior important? What is the impact of negative behavior or no improvement in performance? What is the impact of the "new" performance level or behavior?

- **Get Agreement**
  Ensure the person understands and agrees with the importance of change.

- **Let the Person Generate Ideas**
  To ensure buy-in, let the person generate some ideas for making the change. "I have some ideas that might help, but first I would like to hear what you think would help you improve performance/change behavior."

- **Write an Action Plan**
  Determine the action to take place (training, coaching, change in process, etc.), who is responsible for the action, and the timeframe for completing the action.