

Care Like a Mouse, Chapter Three – Behavioral Priorities, Table 3-4, Employee Behavior Priorities Worksheet

Behavior Priorities describe the values leaders and employees are expected to demonstrate.

This worksheet will help you develop specific behavior standards for your employees.

Step One – List all the phrases that describe the behaviors you expect from your employees (IE- Greet and welcome each and every customer, etc.)

The behaviors employees should demonstrate with customers and each other are ...

- Behavior: _____.

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Step Two – Consolidate behaviors by combining like statements and eliminating those that are less relevant to customer service delivery.

- Behavior: _____.

Step Three – Further consolidate the statements until you have reduced the statements down to the minimum possible number.

- Behavior One: _____.
- Behavior Two: _____.
- Behavior Three: _____.
- Behavior Four: _____.

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Step Four – List each of those words and identify specific actions that provide definition of how
leaders should demonstrate those behaviors

Behavior One: _____.

- Action One: _____.
- Action Two: _____.
- Action Three _____.
- Action Four _____.
- Action Five _____.

Behavior Two: _____.

- Action One: _____.
- Action Two: _____.
- Action Three _____.
- Action Four _____.
- Action Five _____.

Behavior Three: _____.

- Action One: _____.
- Action Two: _____.
- Action Three _____.
- Action Four _____.
- Action Five _____.

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Behavior Four: _____.

- Action One: _____.
- Action Two: _____.
- Action Three _____.
- Action Four _____.
- Action Five _____.

Step Five – Think of different workplace scenarios that are likely to occur and verify that the order of the selected words accurately reflect the behaviors employees should demonstrate in response.

NOTE – INVOLVE MEMBERS OF YOUR ORGANIZATION AT ALL LEVELS IN EVERY STEP OF THE PROCESS AND YOU WILL GAIN TEAM BUY-IN AND OBTAIN A BETTER RESULT.