

# **One Approach To Performance Leadership**

## **Eleven “Better Practices” That Can Help “Ratchet Up” Performance**

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**Salem, Oregon**

**Tuesday, March 30, 2004**

**Robert D. Behn**

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Define (for yourself, at least) your mental model that explains how meeting the target will help to accomplish the mission.

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Ensure that people can earn a sense of accomplishment and thus gain both self esteem and the esteem of their peers.

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**Act on this learning, making the modifications necessary to ratchet up performance again.**

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