

Questions created by Dr. John Austin. Think of a problem behaviour and then work through the checklist. A focus on these four areas yields solutions to behavioral challenges. The 20 questions are grouped into 4 Focus Areas: *Antecedents and Information, Equipment and Processes, Knowledge and Skills, and Consequences*

## **What are the questions to ask?**

### **Antecedents and Information**

1. Is there a written job description telling exactly what is expected of the employees?
2. Have the employees received adequate instruction about what to do?
3. Are employees aware of the mission of the department/organization?
4. Are there job or task aids visible (for) while completing the task in question?
5. Is the supervisor present during task completion?
6. Are there frequently updated, challenging and attainable goals that employees are comfortable with?

### **Equipment and Processes**

1. If equipment is required, is it reliable, in good working order, and ergonomically correct?
2. Is the equipment and environment optimally arranged in a physical sense?
3. Are larger processes performing well despite any incomplete tasks along the way (meaning process disconnects)?
4. Are these processes arranged in a logical manner, without unnecessary repetition and maximally efficient?
5. Are employees able to complete tasks without facing obstacles out of their control?

### **Knowledge and Skills**

1. Can the employees tell you what he/she is supposed to be doing and how to do it?
2. Can the employees physically/verbally demonstrate completion of the task?
3. Do the employees have the capacity to learn how to complete the task?

### **Consequences**

1. Are there consequences delivered contingent on the task?
2. Do employees see the effects of performance?
3. Do supervisors deliver feedback?
4. Is there performance monitoring?
5. Is there a response effort associated with the performance?
6. Are other behaviors competing with the desired performance?