



THE VIDEO TEST

WHAT IS THE VIDEO TEST?

ACTIVELY OBSERVING a person's behaviors so you can accurately describe those behaviors. Describing the behaviors is the starting point for a two-way conversation about an issue or problem in order to find a better way. Some examples:



What's the matter with you? You're always late for meetings.

I notice that you've been late for our last three team meetings.



You missed another deadline, I feel like I can't rely on you.

I notice that you missed another deadline.



Why don't you care about this project!?

I notice that you are not following up on your commitments on this project.



Great job!

I notice that you delivered that project well and on time.

USING THE VIDEO TEST TOOL WILL HELP:

IMPROVE

behaviors

ELIMINATE

unproductive behaviors

REINFORCE

effective behaviors