



## TARGETING BEHAVIOR IN STAFF FEEDBACK

- A targeted behavior is specific, observable and measurable
- A 'fuzzy term' is a general, vague or non-specific attribute such as good worker, you're so professional, you're enthusiastic, you're unmotivated, etc.
- What people think or feel is not their behavior
- Opinions and judgments are not behaviors

Read the following scenarios and identify the statements that are written behaviorally. For scenarios that are written in fuzzy terms, rewrite the examples as behaviors.

Scenario	Behavior
Kelly is always reliable and I can count on her to do a good job.	
The stress and pressure of managing a group of kids seems to be getting to Julia. She was really rude to resource staff.	
Heather has been communicating with her coworkers in an unprofessional manner.	
Stephanie has come at least 20 minutes late to opening day breakfast on three occasions since summer camp started July 1st.	
Greg used to be enthusiastic but he has developed a negative attitude lately.	
Chris is child-centered because he is caring, is directly amongst his campers and involved, and encourages campers to try new things and challenge themselves.	
Katie is a great leader. She is always professional and focused on her job.	
Dave doesn't relate well to campers and needs to work on his camper relationships.	
Kim consistently asks peers and supervisors for feedback on her leadership and counselling style. She is committed to growing and developing in her role.	