

# Behavioral Engineering Model Checklist

---

Thomas Gilbert’s Behavioral Engineering Model helps identify the nature of a performance gap, providing insight into how best to address it. Use the following checklist, based on the BEM, to troubleshoot an issue.

	Yes	No
Employees know what is expected of them. They have the information and feedback they need to do the job. Roles and goals are clear.		
Employees have the requisite tools, which may include software, hardware, analytics, and job aids.		
Are there incentives in place to foster the desired performance? Does the rewards/recognition system align with your goals? Is performance consistent with organizational values and norms?		
Employees have the knowledge/skills/abilities to perform as desired. They have the information and ability necessary.		
Everyone is physically, mentally, and emotionally capable of doing what needs to be done. The behavior is not beyond their ability, nor an area of weakness.		
People can see what’s in it for them. The rewards for performance are valued by the performers.		

Use the “No’s” to begin identifying the source of the performance gap.

Resist the temptation to lump all performers together unnecessarily. Sometimes a little thought reveals the problem is one or two individuals, and not the entire team or organization.