How to Count Soft Skill Base-lines from Existing Company Records

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Notes and ideas:
Background Quotes

- Frequency is universal  
  Skinner  1950
- Self charting  
  Skinner  1938
- Ignore percent  
  Skinner  1969
- Use multiply scale  
  Meadows  1972
- Greatest effects by measuring performance  
  Gilbert  1992
- Performance Technology's weak link is measuring  
  Lindsley  1994

Notes and ideas:
World Frequencies Normally Distributed on a Multiply Scale
(Up-spread equals down-spread)

Notes and ideas:
Standard Chart Features

- Times 10 scale for count up left (from 1 to 1,000,000)
- Plus 10 scale for days, weeks, months, or years across bottom
- Standard charts to compare across workers, jobs, companies, nations
- Standard size for overhead and computer screens
- Slope has real meaning (corner to corner is x2 or ÷2 every period)

Notes and ideas:
What Standard Celeration Chart Does to Original Counts

- Makes projections straight lines.
- Makes up-bounce equal down bounce. (normalizes variance)
- Makes bounce at high counts same size as bounce at low counts. (equalizes variance)
- Same chart can compare counts thousands of times different.

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Notes and ideas:
World Frequencies up-bounce equals down-bounce and accelerate by straight lines on a Multiply Scale

Notes and ideas:
What You Can See On Charted Base Lines

- Celeration size & projections
- Bounce size
- Proportion correct
- Outliers for discovery ideas (peaches & lemons)
- Effects of program changes (jumps & turns)

Notes and ideas:
Effects of 10% commission on production (monthly billings shipped).

10% Commission given to Production Coordinator

MONTHS

MONTHLY BILLINGS

NOTES AND IDEAS:

D. Andrews  J. Johnson  Al Elliot

COP Training Services-Ottawa & Osage City

T. McClure  Jim Johnson

Monthly Billings Items Shipped

Production Unit

(40-50 DLU. DISMISSED ADULTS)
## Probabilities of Outliers: Peaches or Lemons

<table>
<thead>
<tr>
<th>Bounces away from course edge:</th>
<th>Probability is one out of a:</th>
<th>St. Dev. from mean:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Half</td>
<td>Thousand</td>
<td>4</td>
</tr>
<tr>
<td>One</td>
<td>Million</td>
<td>6</td>
</tr>
<tr>
<td>One and a half</td>
<td>Billion</td>
<td>7</td>
</tr>
<tr>
<td>Two</td>
<td>Trillion</td>
<td>8</td>
</tr>
</tbody>
</table>

Notes and ideas:
Back-counting From:

- Pocket day timers
- Desk calendars
- Telephone logs
- Computer print-outs
- Service records
- Order entry books

Notes and ideas:
Rules for Selecting What to Chart from Records

- Original counts best
- Acceleration - deceleration pairs if possible
- Dead-man & Leave-it tests
- Avoid: percentages below standards test scores scale ratings

Notes and ideas:
Life Insurance Sales
Percent Vs. Sales and Barren Call Counts

PERCENT OF CALLS SOLD

BAREEN CALLS

LM SALES

WEEKS

COUNT PER WEEK

100

10

1

MONTHS
1976 1977

AS ON D J E M A M J J A S O N D I
Weekly rhythm (÷3) in member usage
(Rockford Gym and Swim)

Notes and ideas:
Notes and ideas:
Cigarettes smoked per day
Vs. Urges to smoke

Notes and ideas:
## Insurance Sales to Chart

<table>
<thead>
<tr>
<th>Sales per week</th>
<th>x Barren calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>W</td>
<td>Mar</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>5</td>
<td>12</td>
</tr>
</tbody>
</table>

Notes and ideas:
Mitchell Agency Sales to Chart
Percent Sold vs Barren Calls and Sales

Notes and ideas:
Standard Celeration Chart Set
Covers All Organizational Levels

Type chart: Used to monitor:
- Daily - Performer
- Weekly - Process
- Monthly - Organization
- Yearly - Nation or World

Performance Navigation™ uses this chart set to monitor and improve company production and quality.

Notes and ideas: