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

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Notes and ideas:

Background Quotes

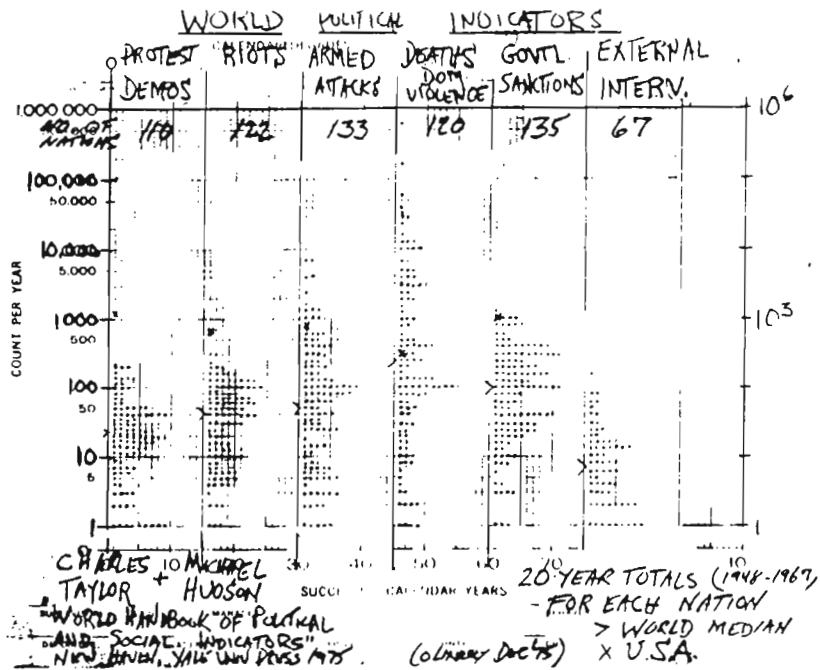
- Frequency is universal Skinner 1950
- Self charting Skinner 1938
- Ignore percent Skinner 1969
- Use multiply scale Meadows 1972
- Greatest effects by measuring performance Gilbert 1992
- Performance Technology's weak link is measuring Lindsley 1994

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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 $\times 2$ or $\div 2$ every period)

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Notes and ideas:

What Standard Celeration Chart Does to Original Counts

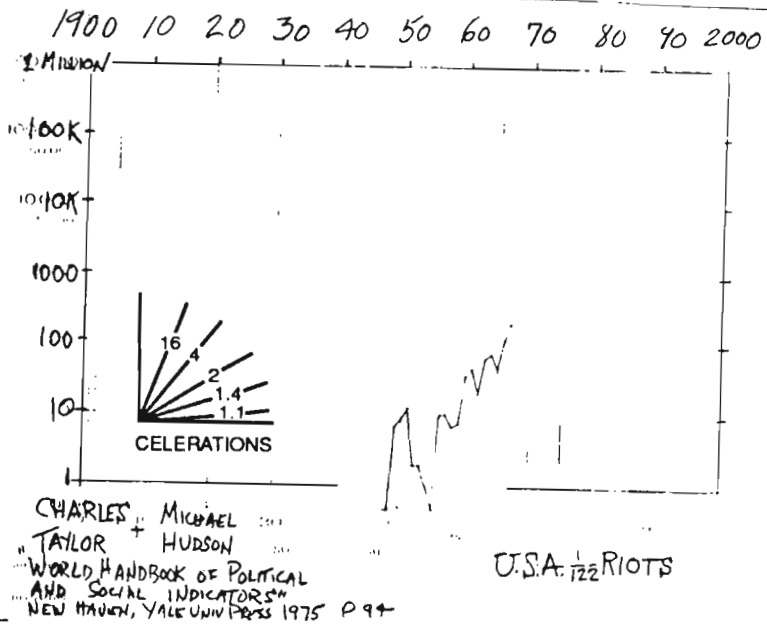
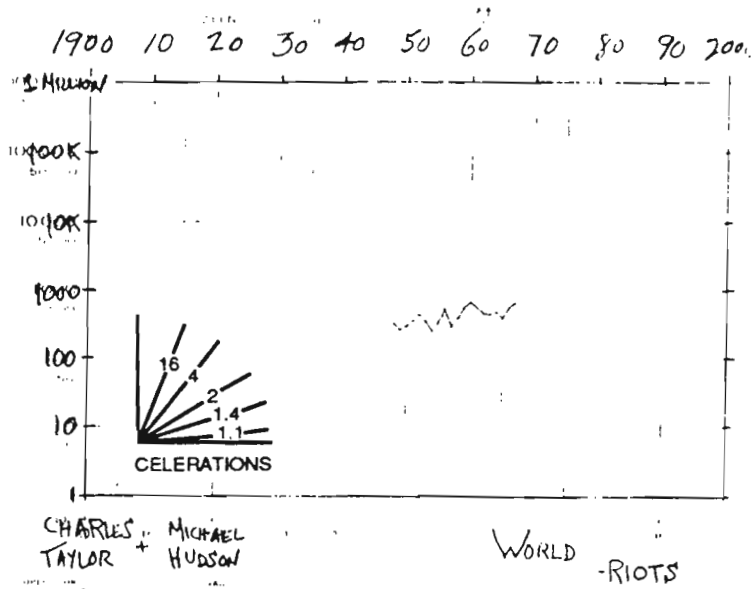
- Makes projections straight lines.
- Makes up-bounce equal down bounce.
(normalizes variance)
- Makes bounce at high counts same
size as bounce at low counts.
(equalizes variance)
- Same chart can compare counts
thousands of times different.

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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)

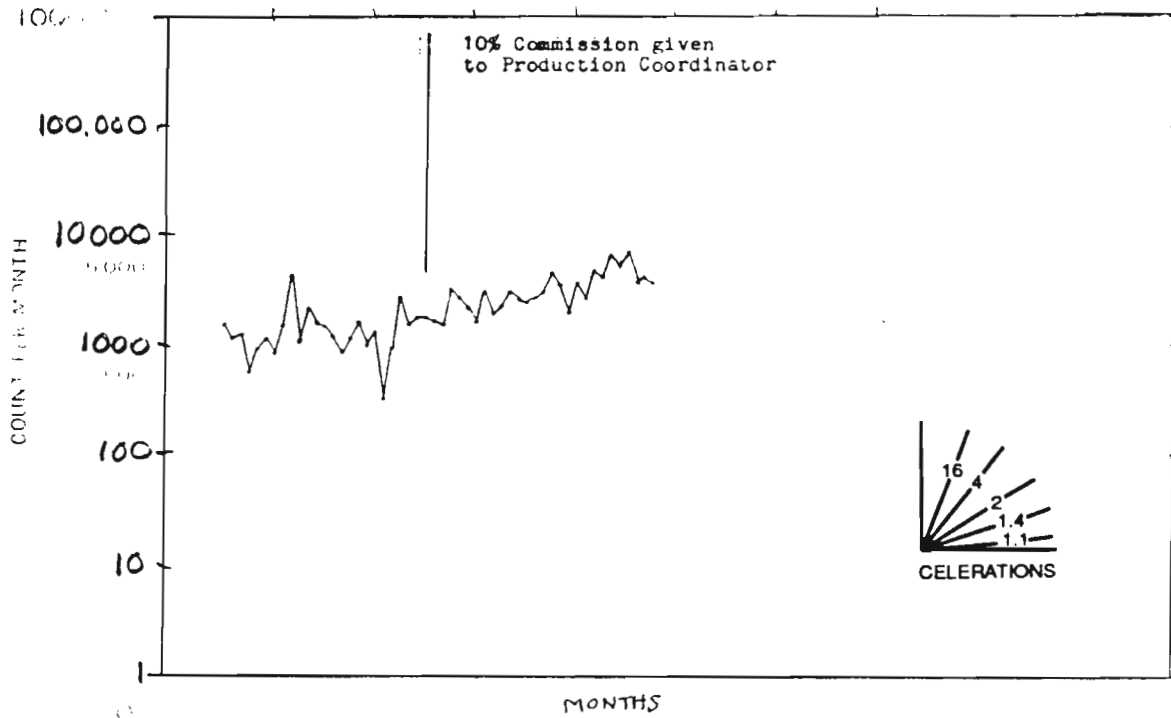
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Notes and ideas:

Effects of 10% commision on production (monthly billings shipped).

76 77 78 79 80 81



DATA

D. Andrews J. Johnson Al Eliot

COF Training Services-Ottawa & Osage City

T. McClure

Production Unit

(40-50 DLU. DISABLED ADULTS)

Jim Johnson

Monthly Billings
Items Shipped
By COF

Notes and ideas:

Probabilities of Outliers: Peaches or Lemons

Bounces away from course edge:	Probability is one out of a:	St. Dev. from mean:
Half	Thousand	4
One	Million	6
One and a half	Billion	7
Two	Trillion	8

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Notes and ideas:

Back-counting From:

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

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Notes and ideas:

Rules for Selecting What to Chart from Records

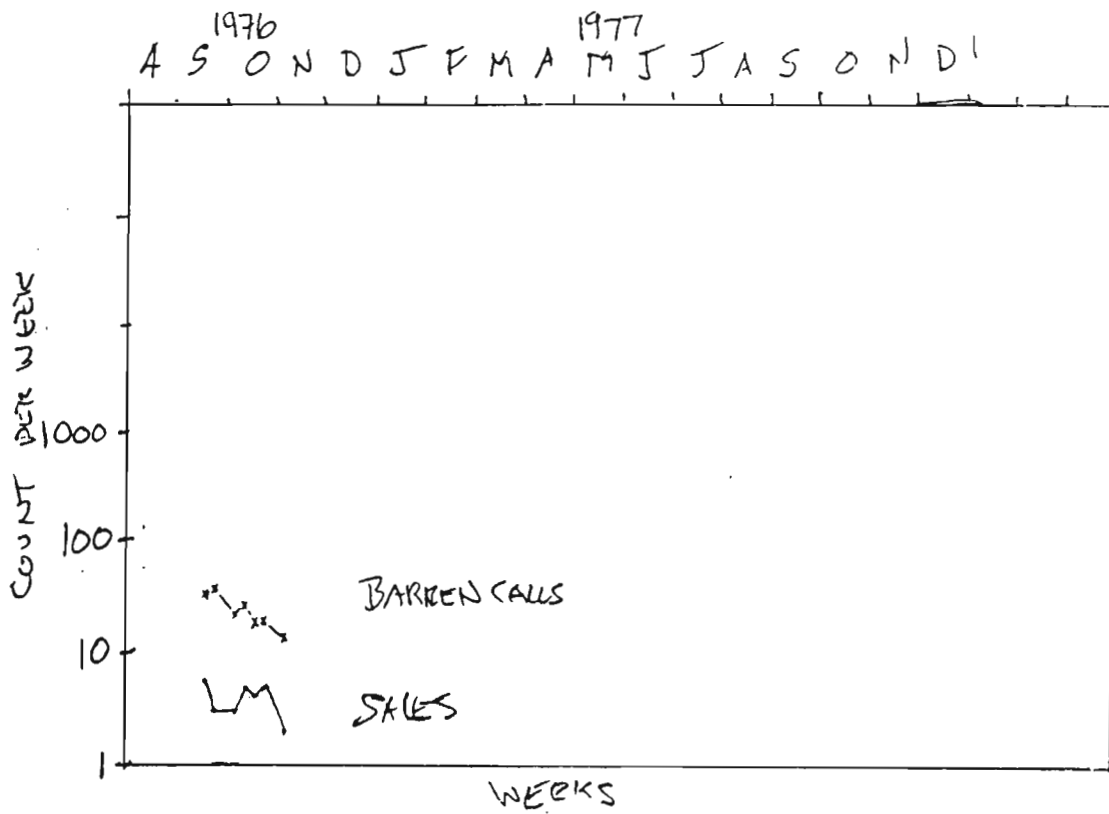
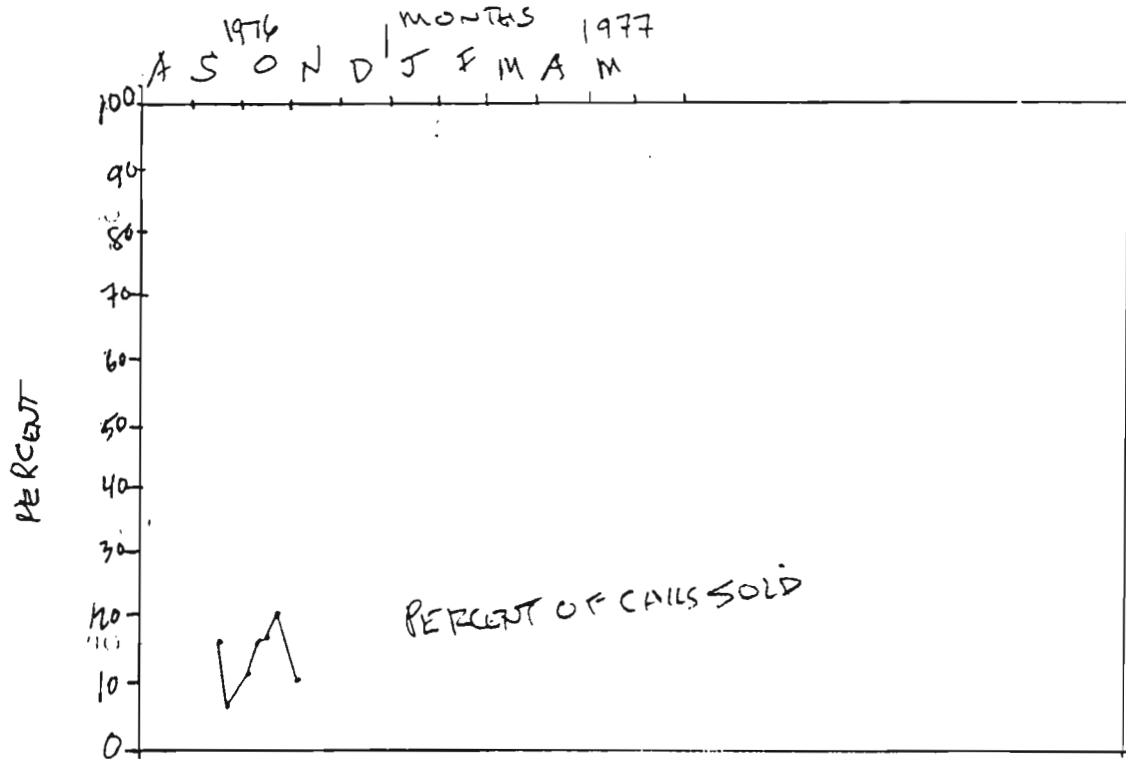
- Original counts best
- Acceleration - deceleration pairs if possible
- Dead-man & Leave-it tests
- Avoid: percentages
below standards
test scores
scale ratings

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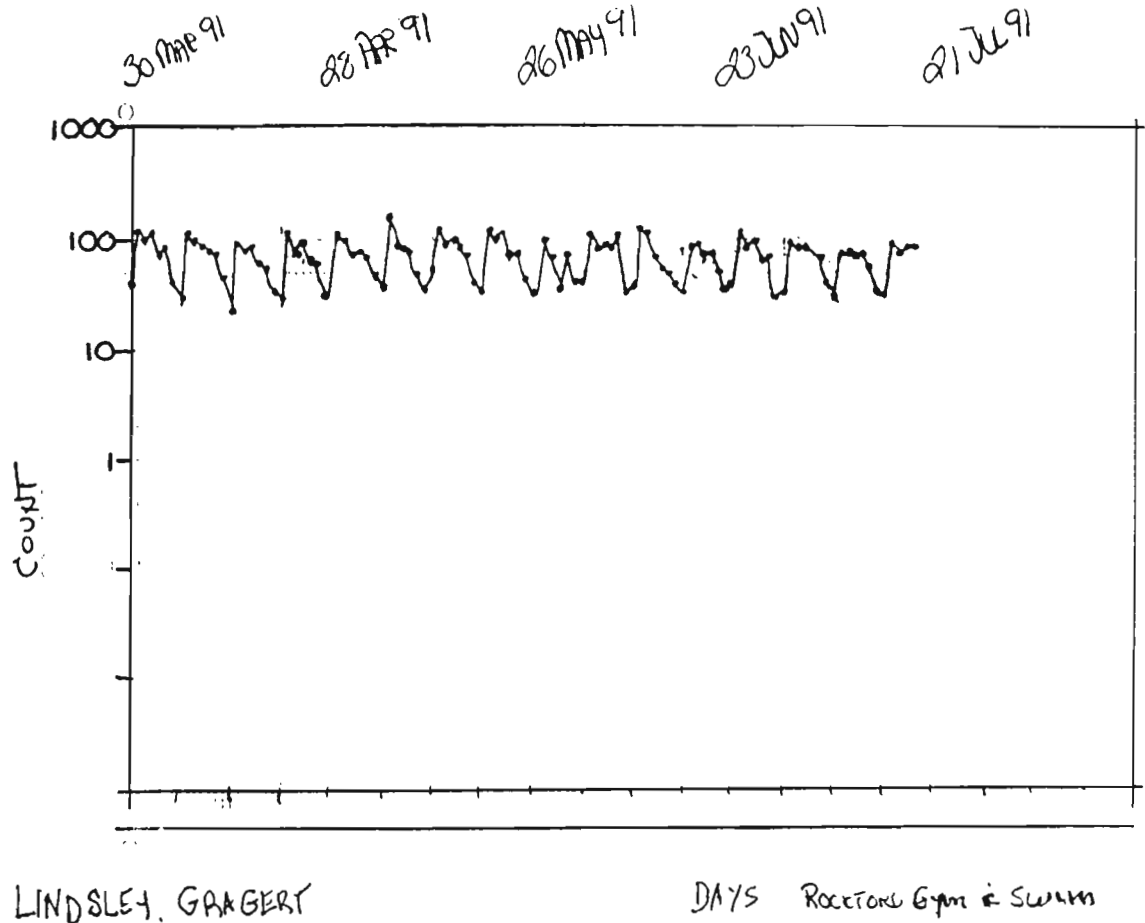
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Notes and ideas:

Life Insurance Sales Percent Vs. Sales and Barren Call Counts

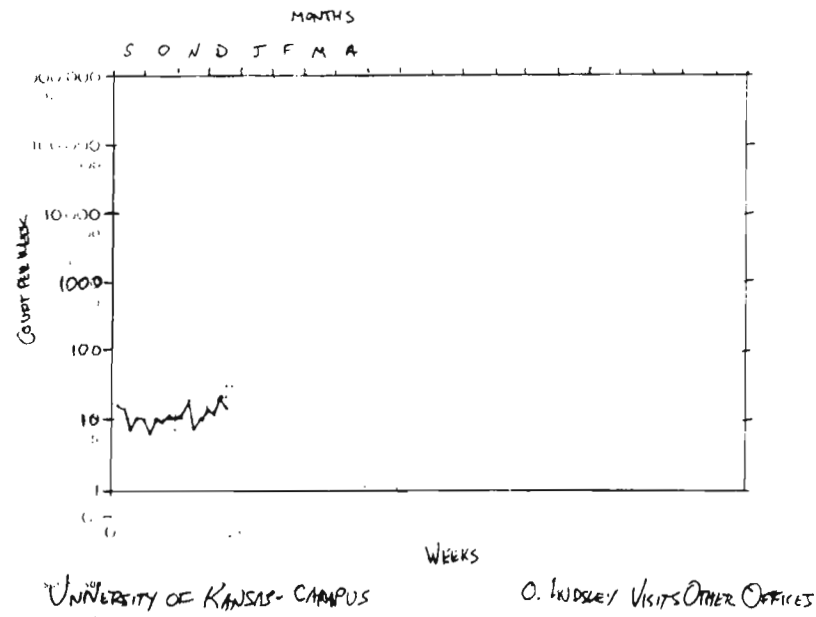
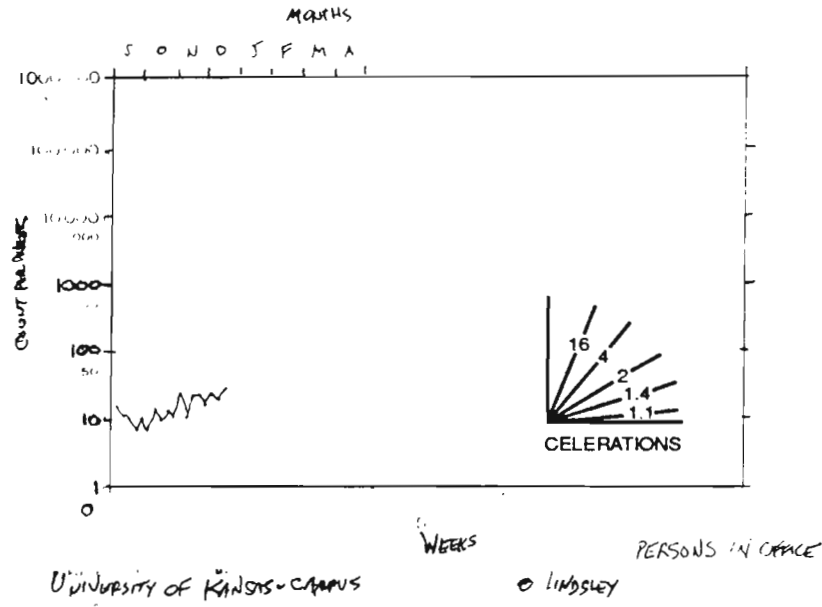


Weekly rhythm ($\div 3$) in member usage (Rockford Gym and Swim)



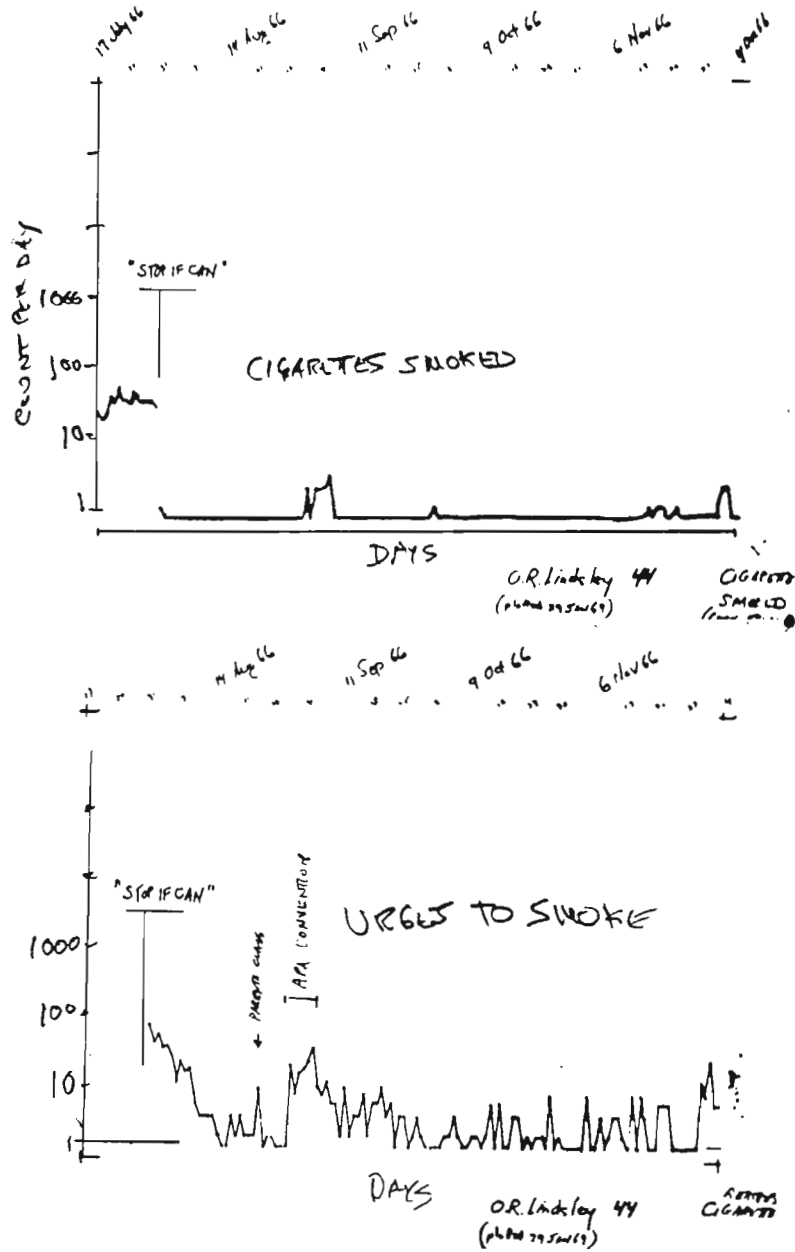
Notes and ideas:

Persons In Office vs Visits Other Offices



Notes and ideas:

Cigarettes smoked per day Vs. Urges to smoke



Notes and ideas:

Insurance Sales to Chart

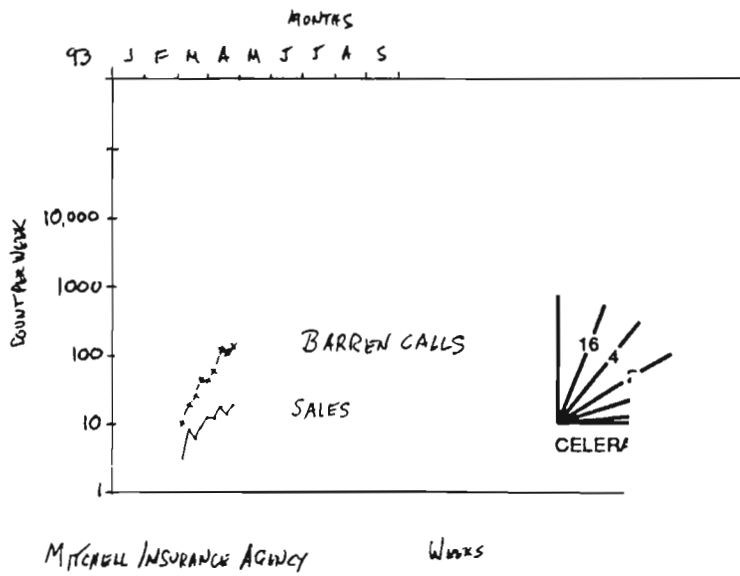
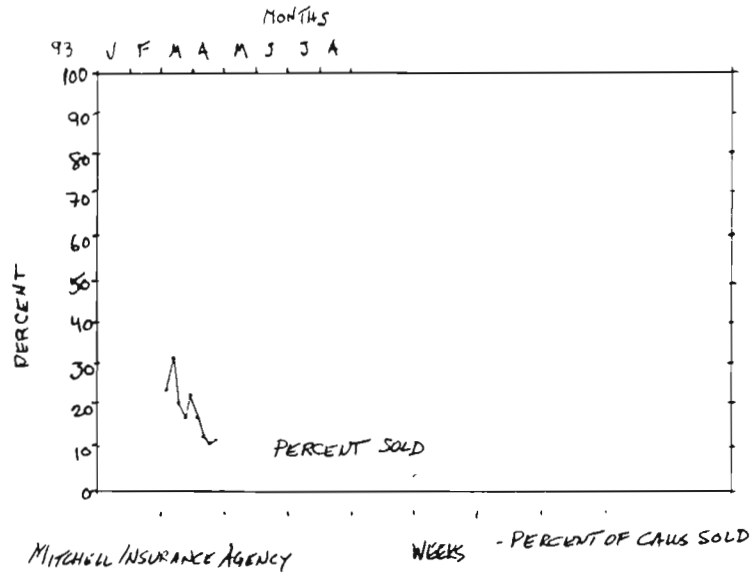
• Sales per week			x Barren calls		
W	Mar	Apr	W	Mar	Apr
1	3	12	1	10	63
2	8	18	2	18	121
3	6	14	3	26	110
4	9	19	4	45	135
5	12		5	42	

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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.

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Notes and ideas: