Goal of this Pinpoint Module:

- Tell how to separate behavior and result pairs from labels and non-acts.

- Describe need for fluency and channel considerations.

- Not to describe advantages of different types of frequency pairs - which is done in "Pinpoints" module.

- Not to provide practice - which is done in our "Pinpointing" module.

Notes and ideas:
## People Track Performance:

### Non-performance:
- **LABELS**: Lazy, Good attitude,
- **NON-ACTS**: Accident free days

### Performance:
- **BEHAVIORS**: Lists product features
- **RESULTS**: Items sold per day

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Notes and ideas:
Sample Label Pairs

Wanted: Unwanted:
• Ambitious Lazy
• Courteous Rude
• Self-starter Has to be told
• Cooperative Competitive

Tell neighbor three other label pairs and write them below:

Notes and ideas:
Performance Labels

- Can't be counted.
- Force using insensitive rating scales.
- Put problem in the person.
- Blame or praise the performer.
- Hide behaviors needing change.
- DON'T LABEL !!

Notes and ideas:
Sample Non-acts

- Zero defects
- Accident-free days
- Eyes on work
- Correct lifting position
- Never late for work

Tell neighbor three other non-acts and write them below:

Notes and ideas:
Performance Non-acts

- Can't be counted.
- Hide the wanted and unwanted performance.
- Rewards must be given after specified time with no-action - when performer is doing something else.
- Can't reward wanted, nor penalize unwanted performance.
- DON'T PINPOINT NON-ACTS !!

Notes and ideas:
Lindsley's Dead-man Test
for Behavior

- Separates behavior from non-acts.
- If a dead man can do it, it isn't behavior, so don't waste time trying to change it.
- Behaviors are always verbs (Harless).

Notes and ideas:
Single Behaviors

• Much, much better than labels.
• Much better than non-acts.
• Because wanted and unwanted behaviors change independently, singles don't guarantee success.
• One third of the time single pinpoints give unwanted outcomes.
• ALWAYS PINPOINT A PAIR!!

Notes and ideas:
Behavior Pairs

- Pinpointing wanted/unwanted pairs guarantees quality and accuracy.
- The wanted part of the pair tells the performer what to do in place of the unwanted part of the pair.
- If one of the pair is not changing in the desired direction it can be quickly seen and remediated.
- ALWAYS PINPOINT AND CHART A PAIR !!

Notes and ideas:

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Sample Behavior Pairs

Adjusts spacing exactly off guide
Uses calculator correctly poorly
Alms free throw in 3 sec. over 3 sec.
Follows job aid exactly inexacty
Greets customer warmly coldly

Tell neighbor three other behavior pairs and write them below.

- ALWAYS PINPOINT AND CHART A PAIR!!

Notes and ideas:
Gilbert's Leave-it Test for Results

- Separates behavior from its results (called accomplishments by Gilbert).
- If you leave it behind when you walk away from the job, it is a result.
- Results are always nouns (Harless).

Notes and ideas:
Sample Result Pairs

<table>
<thead>
<tr>
<th>Parts</th>
<th>accepted</th>
<th>rejected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math problems</td>
<td>corrects</td>
<td>errors</td>
</tr>
<tr>
<td>Free throws</td>
<td>hits</td>
<td>misses</td>
</tr>
<tr>
<td>Order forms</td>
<td>perfect</td>
<td>with errors</td>
</tr>
<tr>
<td>Customers</td>
<td>satisfied</td>
<td>unsatisfied</td>
</tr>
</tbody>
</table>

Tell neighbor three other result pairs and write them below.

• ALWAYS PINPOINT AND CHART A PAIR!!

Notes and ideas:
Performance Pictures

- Over ten different pictures of incorrect and error frequency changes occur in most situations.
- Ten performance pictures are drawn on the next page.
- A point-see-say performance picture practice sheet follows that.
- ALWAYS PINPOINT AND CHART A PAIR!!

Notes and ideas:
Ten Performance Pictures

Line Code:

- Corrects
- Errors
- Record Floor
- (Zero Level)

Crossover: Corrects increasing Errors decreasing
Jaws: Corrects increasing Errors increasing
Uphill: Corrects maintaining Errors decreasing
Dive: Corrects maintaining Errors increasing
Tracks: Corrects maintaining Errors maintaining
Surface: Corrects decreasing Errors decreasing
Downhill: Corrects decreasing Errors increasing
Landing: Corrects decreasing Errors maintaining
Snowplow: Corrects decreasing Errors increasing

% Increasing rapidly
% Increasing rapidly
% Increasing slowly
% Maintaining
% Increasing slowly
% Maintaining
% Decreasing slowly
% Maintaining
% Decreasing slowly
% Decreasing rapidly
Name (ID#) __________ D. M. Y. __ Timing No. this day: __ No. of min: __
Point Say how proportion (%) changes across time: (increasing, inc)

PerformPic™ & Prop
Num Ord, Page 1
Pics = 14
Fluency

- Eric Haughton discovered that aiming performance at high frequencies produced more:
  Retention  Endurance  Application
  Standards  Stability  Confidence

- Results from a sample fluency study in naming Greek letters to different practice frequencies was compared to their later correct retention frequencies.

Notes and ideas:
### Fluency Data sample

Greek letters correctly named per min.

<table>
<thead>
<tr>
<th>Practice no/min</th>
<th>Retention no/min</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>50</td>
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<td>40</td>
<td>28</td>
</tr>
<tr>
<td>30</td>
<td>12</td>
</tr>
<tr>
<td>20</td>
<td>4</td>
</tr>
</tbody>
</table>

Notes and ideas:
Pinpoint for Fluency Aims

- Brief pinpoints (1 or 2 syllables) permit practice to fluencies above 60 per minute.
- Abbreviating words permits fluent practice aims - three samples:
  - Frequency to Freq
  - Celeration to Cel
  - Number per minute to Nm
- Tell neighbor three fluency briefs from your work and write below.

Notes and ideas:
Select Channel for Learning

- Precision Teaching also discovered that the see-say and hear-say channels are most comfortable for most learners and produce higher frequencies and steeper learning.

- Design practice material pinpoints to permit rapid switching from hear-say to see-say and to see-write channels.
**Pinpointing Don’ts**

- No labels.
- No non-actions.
- No counts without time.
- No time without counts.
- No large low-frequency pinpoints.
- No cumbersome channels.

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PINPOINT-19
**Pinpointing Do's**

- Always pinpoint a hit/miss pair.
- Pinpoint a result pair first.
- Pinpoint a behavior pair next guided by peachy and lemony performers.
- Track only frequencies (count/min).
- Pinpoint for high fluency aims.
- Select high celeration channel.

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Notes and ideas: