Professional Performance Model (PPM)

Assess the Situation Job Impact? Policy Infraction? Yes No No Address the Situation Misperception? Personality Conflict? Expectation vs. Observation (Be Specific!) Self Regulate! Self Regulate! Respond to the Situation Determine the Cause Why? Active Listen! Skill Will Role Knowledge / **Apply Consequences** Ability Confusion Natural Teach / Train / Imposed Re-Establish Progressive **Expectations** Reassign



is shown...