# The S.T.E.P. model

In order to adopt a mind-set of continuous improvement, one needs to set aside enough time to look back on past experiences and do an inventory of one’s performance. The focus should on HOW rather than on WHAT you accomplished. Especially when you see yourself being caught into action, spinning around, being overly reactive, going in circles, reproducing the same efforts to generate the same unproductive results, it is time to **S.T.E.P.:**

**Stop, Think, Evaluate, Proceed differently.**

We recommend therefore that you keep a journal on a regular basis. E.g. try to set aside 15-20 minutes once a week to reflect upon your past behaviour.

**Journaling** is an exercise of **affirmation of your strengths:** learn to articulate and document your accomplishments on a regular daily basis; especially proactive activities which tend to be less visible than reactive ones. *What did you do right?* On the other hand, journaling is also an exercise of **humility**, paying attention to what can be done better, in a smarter way, which lessons can be learned for ongoing improvement of your performance. *What could you have done better? How will you handle a similar situation in the future?*

**Document 3-5 positive things that happened this week – what your are proud of – what you should give visibility to** - *Celebrate your success – Articulate what works for you – Highlight your own recipe of success*

When you worked Smarter rather than Harder? The proactive activities you accomplished? When you resisted pressure and the sense of urgency coming from others? How you managed effectively your time and energies (20/80 rule) for long term resilience? How you enforced ethical standards and values? How you were assertive – setting proper limits and boundaries with colleagues, with your boss? How you managed relationships as well as tasks– building collaborative partnerships? How you activated your network – making full use of resources available to you? How you gave visibility to your work and contribution? How you were able to ask for help – knowing your limits? How did you mobilise the **ENABLING FACTORS** around you? How you anticipated or managed the **BLOCKING FACTORS**?

**Document 3-5 areas for improvement – lessons learned – what you will do better next time** *Examine what can be learned from the past*

If you did not meet your objectives or deadlines – poor time or priority management. Why? When you focused on reactive activities – indulging in the sense of urgency? When you jumped into action without thinking- being caught in the vicious cycle of *working harder and harder* – thinking that *more is better*? When you managed your time and energies poorly? When you focused excessively on results at the expense of paying sufficient attention to **HOW** you work (*was it worth the price in time, money, energy, frustrations* etc)? When you failed to implement clear ethical standards and values? When you could have asserted your point of view and your opinions better? When you did not set proper limits or boundaries? When you neglected managing relationships with the people around you? When you worked in isolation – not making full use of the resources available to you ? When you failed to ask for help – not knowing your limits? When you did not anticipate **BLOCKING FACTORS** or managed them poorly?

# Weekly STEP Journal – Today’s Date: …………

**Goal –write here your long-term goal what you are trying to achieve:**

### STRENGTHS

What are you proud of? What did you accomplish? What worked? What made your plan successful? Which recipe of success can you share with others?

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| **What was good?** | **Explanation** |
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### AREAS FOR DEVELOPMENT

What could you have handled better? What have you learned? What will you do differently next time?

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| **What could be better?** | **Elaboration** |
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**Who/ what can help you?**

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