mimansa
RESEARCH & ADVISORY

TOOLKIT · VALUES TO BEHAVIOURS KIT

Behaviour Canvas

Use one canvas for each value. Write lines a manager could see.



VALUE

e.g. Customer first

TEAM OR SITE

e.g. Service floor, all outlets

TYPE	WHAT PEOPLE SEE YOU DO	CAN A MANAGER SEE IT?
Do	*Give an accurate estimate before we start.*	*Yes*
Do		
Do		
Don't	*Add a part without asking.*	*Yes*
Don't		

A REAL STORY WHERE SOMEONE LIVED THIS VALUE

CHECK EACH LINE

- [ ] You can see it or hear it.
- [ ] A new joiner could do it in week 1.
- [ ] A manager could judge it in a review.
- [ ] It uses words staff use.

If a line needs a long story to explain, make it simpler.

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