

Teaching pack v1.0

Behavioral Strategy Decision Workshop

Choose a behavior and write a test you can reject.

Our task today

Start with a decision that evidence can change

Recommend a bounded next step. Name the people, action, context, and result that would change your decision.

Write your response before opening the worked analysis. A defensible disagreement is welcome.

Separate the outcome, action, and feature

Illustrative shift handover: a useful form is only one part of the process. The incoming lead must receive information that supports the next shift.

Result

The next shift acts on correct ownership information.

Action

The incoming lead acknowledges a usable handover.

Feature

A form records the next action and named owner.

Read, compare, and map

Use the student packet and workbook steps 1–4

- Mark a fact, an inference, and an unknown.
- Generate alternatives before choosing. Include less user work where plausible.
- For every option, identify who acts next and who supplies the support. Do not assume that removed user work disappears.

Candidate	Dependent action or support
Existing route	What must change for the current action to serve the outcome?
Another behavior	Who must act, and what would make the action feasible?
Less user work	Who takes over the task, and can the service sustain that work?

Specify the test before interpreting it

Use workbook steps 5–8

Then write your recommendation

Another group should be able to count the same result from your plan.

Record attempts, useful completion, and repeat opportunities separately. Include failed attempts and exceptional help in support costs.

Choose a proportionate next step and say what evidence would change it.

- ✓ Eligible opportunities
- ✓ Useful completion
- ✓ Repeat window
- ✓ Support and costs
- ✓ Decision and stopping rules

Compare the reasoning and try another case

Read the worked analysis after committing to a response.

M-PESA has two defensible responses to the same remit. Use evidence to explain your agreement or disagreement.

Retain

Name one choice you would keep.
Explain which observation supports it and what remains uncertain.

Revise

Change one part of the plan.
State the fact, missing actor, or measurement problem that prompted the change.

Transfer

Try a different process. Propose a target behavior, an option that removes user work, and one observation that could reject your first choice.