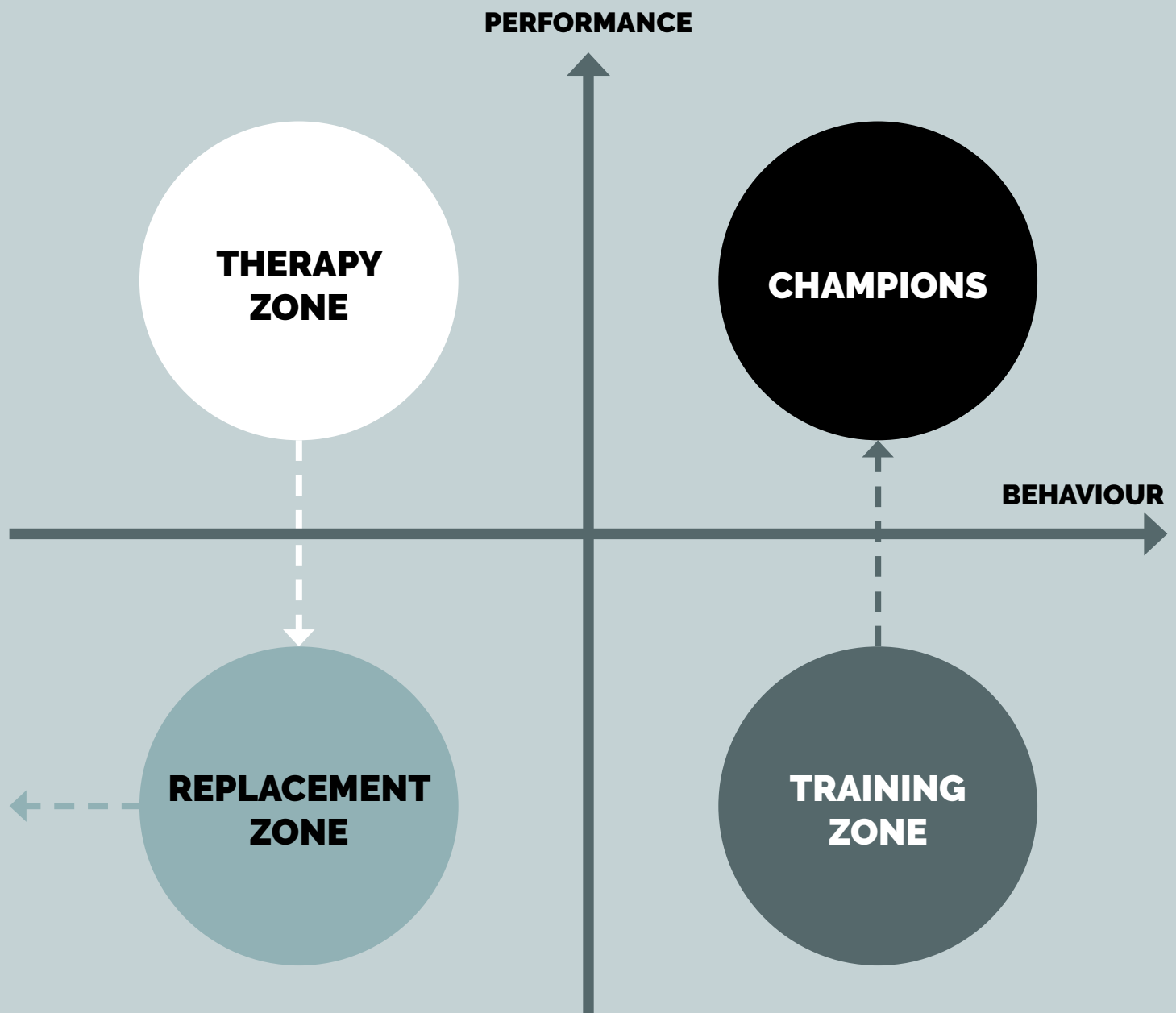


The Performance and Behaviour Matrix



Rules on the Performance and Behaviour Matrix

1. Improve performance through training
2. Support temporary behavioral problems with compassion
3. Eliminate permanent behavioral problems by replacement