

Human Performance

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Human Performance: *Modus Operandi*

What is a modus operandi?

A "modus operandi" is Latin for "method of operation". It is an organised list which details the process by which a team will undertake any task. Following a modus operandi is an excellent way to achieve consistent results and can easily be applied to the simplest of tasks up to the most complex. Tackle the task in the following order:

1. **Identify the objective:** This will be your goal and will explain what has to be achieved and the standards expected
2. **Appoint a leader:** Someone has to take responsibility for the achievement of the objective - in this case it is you as team leader!
3. **Communicate the brief:** It is not enough for everyone to have heard the brief. You will also need to verify that everyone understands it as well!
4. **Identify the skills within the group:** You'll want to know who can best take responsibility for elements of the task and the most suitable team members to contribute to the planning process. Make sure that you consider knowledge and strengths whilst not forgetting any weaknesses!
5. **Plan the task:** You'll need to identify how to approach the achievement of the objective and organise everything to deliver the plan including time, equipment and costs.
6. **Empower team members:** This is about delegating tasks by assigning authority and responsibility whilst maintaining accountability.
7. **Do the task:** Now you know how you are going to achieve your objective you can start work - ensuring that you keep the team focussed throughout!
8. **Evaluate throughout as well as at the end:** Review the activity undertaken; learn from the experience and adapt in readiness for the next activity - but don't forget to feedback to the team and praise!

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