Exercise walk-through

8.1 Individual behaviour and perception

University Business

Perception: three questions before a verdict

Three questions, one verdict

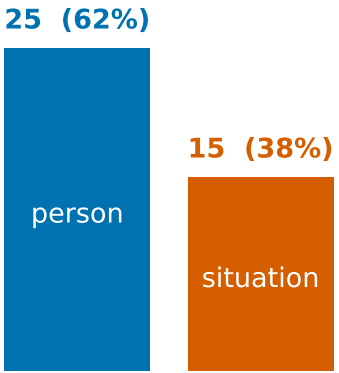
consistency	HIGH - 3 of 4 Saturdays
distinct.	LOW - stall too
consensus	LOW - colleague calm

high / low / low -> PERSON

withheld fact: the printer jammed all three times

The office split

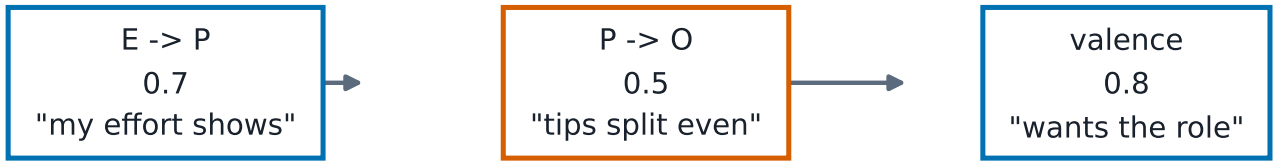
same clip, 40 staff



> High consistency, low distinctiveness and consensus point to the person.

Motivation: fix the broken link

Force multiplies - a zero anywhere is a zero everywhere



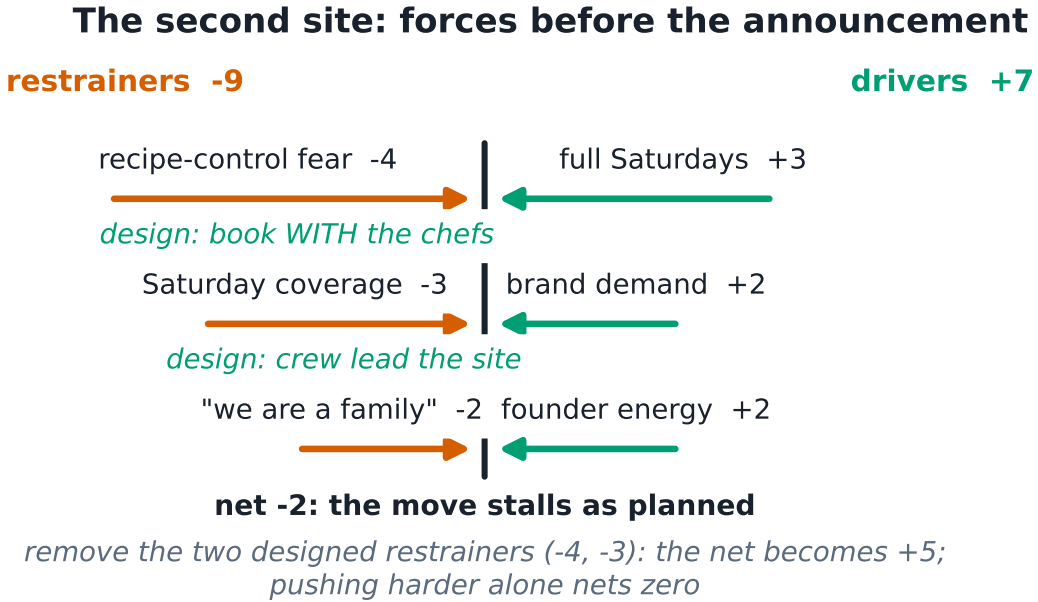
force = 0.7 x 0.5 x 0.8 = 0.28

the diluted 0.5 is the lever: split tips by table served and the chain tightens

diagnose the link, not the person

Force = 0.7 x 0.5 x 0.8 = 0.28: fix the weakest link.

Performance and change: draw the field first



Restrainers -9 against drivers +7; two designs turn net -2 into +5.

Exercises 2.1·2.2

2.1 Score consistency, distinctiveness and consensus from the record, and state the cube's verdict. [3]

2.2 The supervisor rates her "unreliable overall – and her lateness proves it". Name TWO biases in that sentence. [2]

Exercises 2.1·2.2

2.1 Score consistency, distinctiveness and consensus from the record, and state the cube's verdict. [3]

2.1

- Consistency: LOW-ish – 4 of 20 shifts (not over time).
- Distinctiveness: cannot fully tell, but bus days = situation; consensus: LOW-ish – the other opener 1 of 20.
- The cube leans SITUATION (low consistency), contra "always".

2.2 The supervisor rates her "unreliable overall – and her lateness proves it". Name TWO biases in that sentence. [2]

2.2

- Recency/vivid instance ("always" from 4 events).
- Confirmation – lateness recruited as proof of a prior verdict.

Exercises 2.3·2.4

2.3 Rewrite the supervisor's conclusion after the audit. [2]

2.4 The barista is also the best latte artist, and the supervisor rates her service "excellent in everything". Name the bias and the design fix. [3]

Exercises 2.3·2.4

2.3 Rewrite the supervisor's conclusion after the audit. [2]

2.3

- "Late on 4 of 20 shifts, two explained by diversions; a route plan for diversion days and a review after a month."
- The conclusion now matches the record.

2.4 The barista is also the best latte artist, and the supervisor rates her service "excellent in everything". Name the bias and the design fix. [3]

2.4

- The bias: halo – one strength (latte art) grading everything.
- The reverse halo had already priced the lateness.
- Fix: rate criteria separately (service speed, quality, punctuality on their own scales).