

INCENTIVE PLANS FOR SERVICE ROLES

COMMON PLAN OPTIONS

“Ability is what you’re capable of doing. Motivation determines what you do. Attitude determines how well you do it.”

- Lou Holtz



SCORECARD INCENTIVE PLAN

What it is:

A structured plan that measures performance across multiple role relevant factors, each weighted toward an overall score. Employees must meet a defined threshold to qualify for the incentive, sometimes including tiers for above-average performance.

How it works:

- Include 3-5 relevant metrics to the service role.
- Each factor is assigned a weight or scale value.
- Results measured over a defined period of time (monthly, quarterly, annually)
- Base qualifiers with performance tiers if included.

Common Factors for Service Teams:

- Retention rate(s)
- Renewal timeline management
- Task completion
- Data integrity
- Client survey scores or reviews



MANAGEMENT BY OBJECTIVE (MBO)

What it is:

One-time or project based incentives tied to achieving a specific goal or outcome outside of day-to-day responsibilities. These are typically time specific or tied to agency strategic priorities.

Common MBO Examples:

- **Educational Achievements** - Designations, skills training, or tuition programs.
- **Process Improvement** or **Innovation Contributions**
- **Recruiting** and retention of teammembers
- **Project-Based** Bonuses

**Want your incentive program evaluated?
Or want to implement something new? Let's talk.**

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