

Developing Performance Goals and Standards

Course Summary

Developing Performance Goals and Standards encourages a symbiotic relationship between team leader and team member and equips managers with the tools they need to succeed by aligning the team's goals and standards with expectations set forth by the organization. By focusing on logical processes and reasonable commitments, Developing Performance Goals and Standards can help even experienced managers build a more effective process for creating goals, outlining clear work standards and encouraging better job performance. By using the SMART – specific, measureable, attainable, results-oriented and time-framed – approach with team members, managers demonstrate their commitment to an open and consistent performance improvement process.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings