DEVELOPING PERFORMANCE GOALS AND STANDARDS

VITAL LEADERSHIP

Managers and team leaders must continually analyze whether their teams are aligned with the organization's goals and standards. If the team or a single team member is not performing up to the organization's standards, then the leader's job is to put them back on track. Devising a strategy and setting goals is easy; it's far more difficult to establish and implement a well-defined process that aligns with the organization's standards, goals, vision, and mission.

SMART PLANNING BRINGS SUCCESS

The management skill level of first-line managers affects team member retention, overall productivity and even profitability. The relationship between a team leader and a team member is critical to any organization's success, and an important part of this relationship is mutual agreement about what work needs to be done, why it's important and when it will be accomplished.

The Vital Learning Developing Performance Goals and Standards™ program encourages this mutual agreement and equips managers and team leaders 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, measurable, attainable, results-oriented and time-framed — approach with team members, managers demonstrate their commitment to an open and consistent performance improvement process.

The SMART approach fully outlines organizational performance requirements, so team members understand these requirements and their own roles in the organization. This approach involves the following:

Defining goals, objectives and performance standards
Identifying and setting SMART performance standards
Involving team members in creating individual SMART-based performance standards
Monitoring team members' progress toward their goals during individual review meetings

Because SMART is a collaborative way to develop goals and standards, team members intuitively agree to the process and fully commit to its success, aligning themselves with the organization's performance requirements.

Throughout the course, managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

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ESSENTIAL COURSE MATERIALS

Developing Performance Goals and Standards is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following 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

BENEFITS OF DEVELOPING PERFORMANCE GOALS AND STANDARDS

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four to five hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to build team members' commitment by collaboratively planning performance goals.

Participants learn to define focused goals and standards, which align team members with key business goals and priorities.

Participants learn to use the SMART-based approach to ensure clarity and measurability of performance goals and objectives.

Participants learn to achieve high-quality, on-time performance by empowering team members to review and self-correct their own work.

Participants learn to observe, coach, support and evaluate performance using clear and measurable performance standards.

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