Setting Performance Expectations

Learning Objectives

- Recognize the purpose of setting expectations discussions.
- Develop effective approaches for handling challenging situations that can arise during setting expectations discussions.
- Use a technique to provide ongoing feedback.
- Ensure mutual understanding of performance expectations.
- Accomplish business objectives by ensuring that people's performance expectations align with the goals of the group and the organization.
- Gain individual or team commitment to fulfilling the expectations.

Course Description

The key to driving performance and accountability is to ensure that all employees understand what is expected of them, to help them see how those expectations align with organizational goals, and to gain their agreement to meet those expectations, all while encouraging them to take the lead in performance planning. This course helps leaders conduct performance planning discussions that fulfill this purpose. It also helps leaders understand the importance of providing ongoing feedback and prepares them to help associates track performance against their plan.

Performance Cycle

Purpose of Setting Expectations

- Understanding
  - Specific outcome
  - Measurement of success
  - Time frame
- Alignment
  - Link to work group and organizational objectives
  - Behaviors support achievement of expectations
- Agreement
  - Attainable
  - Clear
  - Measurable

Resources (for learner)

- Development Activities
- Job Aid
- Discussion Planner
- Tips for Tracking
- Tips for Writing SMART Objectives
- Setting Expectations Challenge
- Performance Planning Worksheet
- STAR Form
- Agenda for Meeting with Manager

Resources (for managers of learners)

- Management Support Tool
- Tips for Giving Feedback

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