

# Performance Expectations, Measurement & Accountability

## OVERVIEW

According to the recent research regarding high performance, a critical indicator of employee productivity and employee retention is, “knowledge of what is expected of me at work.” To find out that what you have been working hard at isn’t what you should have been focusing on is demoralizing and negatively impacts the human spirit. The manager’s first responsibility in performance management is to provide clarity regarding performance expectations. Yet, today, many managers struggle with how to ensure clarity around performance expectations and priorities. This workshop provides the framework and skills to ensure performance expectations are clear, understood, and measurable.

Effective Performance Measurement is dependent on three critical variables... clarity on *what* is expected, clarity on *acceptable standards* of performance, and a method of measurement that clearly communicates the level of performance *against* the acceptable standard. Consistent accountability requires this. The performance management process is hindered when unreliable performance measures are in place. This workshop will help managers put in place a performance measurement process that eliminates the unintended consequences of a poor measurement process...conflict between employees and managers and employees and other employees, less



than desirable employee motivation at work, a performance management process that is not respected and valued by employees, and performance levels that are below optimum and allows poor performers to “get by”.

## OBJECTIVES

- Develop the ability to define job requirements and establish expectations.
- Develop effective performance standards and measurements.
- Develop performance expectations that keep people focused on what’s important
- Develop a process for effective and fair performance accountability.

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