

Clarifying Performance Expectations™

Purpose

The purpose of this module is to help participants discuss performance expectations with their employees in a way that gains their commitment.

Process

During the module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- Consequences of not clarifying performance expectations
- Key actions for clarifying performance expectations
- Crafting an opening statement
- Asking open-ended questions
- Responding to rough spots
- Practice clarifying performance expectations
- Action planning

Payoff

At the end of the module, participants will be able to:

- Identify when a discussion to clarify performance expectations is necessary.
- Respond effectively to questions and concerns people have about work priorities and goals.
- Demonstrate a set of key actions for clarifying performance expectations.
- Use the key actions to conduct a productive discussion about expectations.
- Clarify performance expectations in a way that increases employee motivation and commitment.

Key Content

The Key Actions for Clarifying Performance Expectations

1. State the purpose of the discussion.
2. Explain how the work supports the organization.
3. Mutually discuss expectations and measures.
4. Recap and check for commitment.
5. Set a date for follow up.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Authorized AchieveGlobal Distribution Partner:

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