

Course Syllabus

Course Title: Developing Performance Standards

Course Description:

Learn to identify and set performance standards that are specific, measurable, attainable, results-oriented and time-framed using concrete active language. You will learn how to design and negotiate performance standards for team members that address both desired results and team members' capabilities.

Course Objectives:

1. Learn about the need for performance standard
2. Review performance reviews and note how to use these effectively to improve individual and team performance
3. Review their performance and how to build on their individual strengths
4. Understand the need to motivate ones team for results, and continuous improvement
5. Learn how to set effective and meaningful goals to get results
6. Understand the need to make decisions to direct performance of their team

Lesson Plan – by week or session

Session 1: Introductions and syllabus. Student Data Forms.

Performance Appraisals: Understand the performance appraisal, its use for training, and creating the direction of the team to get results in the organization

Session 2: Goal Setting: Learn to set performance goals that are specific, measurable, time related and results oriented for their team. Understand the value of performance goals to get results

Session 3: Motivation: Review what will motivate the staff to get performance results desired. How to sustain motivation and create the desire of the team to achieve the goals you have set.

Session 4: Decision Making: Supervisors need to make decisions to get results. Understand the steps for effective decision making to get things done.
Student Evaluation of Instruction