Total Train ™

Why Should I Attend This Workshop?

Clear performance expectations are the single most important factor to performer success and the foundation of all performance management. Inadequate expectations are the main cause for performer frustration and failure, and wasted management time. When developed correctly, they are the basis for candidate selection, competency development (training), performance evaluation/assessment, and career/succession planning. During this intense, highly experiential workshop based on the *Factors-X* performance model, accountable managers learn 4 innovative learning models, 27 applicable skills, and over 30 techniques that align area tasks, segment by position, and develop detailed performance expectations by task. With 2 assessments, 9 exercises, 2 case studies, 5 job aids, and 2 mastery application activities, participants learn how to develop and align performance expectations with the overall goals and direction of the organization and unit. Please note, the workshop, *The X-Factors of Human Performance,* is required to attend this workshop.

Who Would Benefit From This Workshop?
This workshop is essential for all leaders, managers, project managers, HR staff, trainers, and supervisors who maximize the efficiency and productivity of managers and performers.

What is the framework?	After the workshop, what will I be able to do?
1. Why are we here?	• Explain the importance of this competency in meeting my professional goals • List three (3) benefits of establishing clear performance expectations
2. What are my current behaviors?	• Evaluate my current level of competence and comfort in applying this competency
3. Learning Model 1: What is Competence Management?	• Explain the universal 13 factors of human performance • Compare and contrast each performance factor • Compare and contrast the five (5) foundational terms of competence management • Explain the 14 traits of exemplary performers • Summarize the significance of a performance curve
4. Learning Model 2: How do expectations cascade?	• Compare and contrast the six (6) levels of planning • Describe how "cascading" planning links strategic direction to daily actions • Align organizational performance expectations with your "area of accountability"
5. Learning Model 3: How is performance measured?	• Compare and contrast performance and activity measures • Develop aligned, cascading measures for your area of accountability • List the four (4) primary ways to measure anything
6. Learning Model 4: What are performance expectations and standards?	• Explain the three (3) phases of a dynamic system • Compare and contrast standards and practices • List the three (3) approaches used to set numerical targets • List the eight (8) S.M.A.R.T.E.S.T. criteria for an effective expectation
7. How do I . . . *Establish Clear Performance Expectations and Standards?*	1. *Evaluate Area Performance needs* 2. *Identify Major Unit Process, Activities, and Tasks* 3. *Develop Performance Standards and Expectations* 4. *Develop Simple Job Aids (Option)* 5. *Validate Performance Expectations* 6. *Identify Needed Skills and Resources for Success*
8. Remember This!	• Recall the major concepts presented during the workshop
9. Mastery Applications	• Align macro level performance expectations • Establish clear performance expectations and standards
10. What is Next? Choose your own adventure	• Identify opportunities to continue my personal competency development over the next 30, 60, and 90 days
11. Day's Evaluation	• Identify ways to improve this workshop for future sessions