Course Title: *Clarifying Performance Expectations*

Course Description

The ability to set and reset performance expectations swiftly and in a straightforward manner is a critical skill for all performance leaders. This course provides a process for handling conversations about work expectations in a way that reduces ambiguity, increases trust, and strengthens the working relationship between the manager and employee.

Goal

This course is designed to provide Managers and Supervisors with the necessary skills to discuss performance expectations with others in a way that increases their sense of ownership and gains their commitment.

Learning Objectives

- Identify when a performance expectation discussion is necessary
- State the purpose of the discussion and explain how the work supports the organization
- Mutually discuss expectations and measures
- Respond effectively to questions and concerns people have about work priorities and goals
- Use the key actions to hold a productive discussion about expectations
- Clarify expectations in a way that increases employees' ability to manage more of their job responsibilities on their own.

Open to: Managers and Supervisors

Competencies Addressed: Performance Management, Coaching/Counseling

Length of Class: Four Hours