

# Clarifying Performance Expectations

Providing clear direction and expectations for your employees

## Course Overview

### How You Will Benefit

In today's fast-paced work environment it's common for supervisors to overlook one of the most essential concepts for ensuring good performance: setting performance expectations. However, taking the time to clarify and communicate clear expectations can help eliminate many performance problems.

Leaders who clarify work expectations that avoid ambiguity, increase trust, strengthen working relationships, and support shared success develop high-performing teams. Leaders can also succeed in their relationships and performance by practicing a few key skills in their daily conversations.

Sustaining a high-performance team under turbulent conditions can prove to be an overwhelming task for any leader. Through improving their personal adaptability to change, leaders will learn to set and reset performance expectations swiftly and in a straightforward manner. Leaders who step in and take prompt and decisive action to ensure that everyone is accountable for performing their job as effectively as possible reflect a culture of Teamwork and Quality.

### Benefits of Clarifying Performance

A workplace that clarifies performance requirements:

- Establishes goals with your employee and obtains agreement on what results will be achieved
- Prioritizes duties that are significant to accomplishing objectives
- Keeps the lines of communication open
- Helps alleviate surprises during performance appraisal time

### Course Objectives

At the completion of this module participants will increase their ability to:

- Identify when a performance expectation discussion is necessary
- Respond effectively to questions and concerns people have about work priorities and goals

### Course Objectives (cont.)

- Demonstrate a set of key actions for clarifying performance expectations
- 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

### Key Topics Covered

This course explores the following subjects in depth:

- Key Actions for clarifying performance expectations
- Consequences of not clarifying expectations
- Planning for rough spots
- Crafting of an opening statement to discuss performance
- Mutually discussion of expectations and measurables
- Recapping clarification discussion with employee
- Setting time/date for follow up discussion
- Action planning for future discussion on clarifying performance

### What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards