



## **N. E. FRIED AND ASSOCIATES, INC.**

*Helping organizations create a stronger workforce, and coaching people to perform at their best!*

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# LEARNING

*Take The Lead.*

# Developing Performance Standards

## SUPERVISORY TRAINING

**Developing Performance Standards** is a planning process because all good team leaders work to a plan, and they make sure those who work with them have a solid understanding of that plan.

The basis of any good plan is a set of definite standards. These must be specific, measurable, attainable, results-oriented, and time-framed. That spells SMART. Smart standards help people shape smart plans.

Just as important as setting standards and developing a plan is carrying out the plan. And this is where many people fail, because they are not really committed to the plan.

An important part of a team leader's role is to encourage team members to develop effective performance standards and to commit to those standards on a daily basis.

The key to developing an effective team is participation; when people participate in setting standards and developing a plan, they buy into that plan. The plan becomes their own.

## **Who In Your Organization Will Benefit?**

Team leaders and first-line managers in both office and industrial locations.

## **Description**

Unless managers and team leaders are successful in spelling out the organization's specific goals, their team members are not going to know how to meet those objectives. This module shows trainees how to establish specific, measurable, attainable, results-oriented, and time-framed performance standards. It then illustrates the steps that gain team member agreement and commitment to those performance standards.

## **Objectives**

Managers and team leaders will learn to:

- Define goals, objectives, and performance standards.
- Identify and set performance standards that are specific, measurable, attainable, results-oriented, and time-framed, using concrete active language.
- Establish time limits for all performance standards.
- Involve team members in creating their own individual performance standards.
- Negotiate to develop performance standards for team members that address both desired results and team members' capabilities.
- Monitor team members' progress toward their goals by holding individual review meetings.

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## Course Length and Format

**Developing Performance Standards** is an interactive, 4-hour group workshop designed for 6 to 18 participants.

The workshop includes:

- Video presentations of case studies.
- Group discussions that open opportunities to exchange views, experiences, and ideas.
- Exercises to develop and transfer skills.
- Extensive practice and role-plays.
- Immediate feedback and critique of the team leader's use of the skills and techniques taught in the workshop.

## Course Materials

**Facilitator's Guide**—Contains complete instructions on how to facilitate the workshop. It includes explanatory text for the trainer, sample trainer narrative, transcripts of visual segments, and annotation notes.

**Participant Workbook**—Contains pre-workshop cognitive exercises, forms for workshop activities, skill practice aids, and a video synopsis. A section to help participants transfer skills back to the workplace includes a skill application plan, a troubleshooting guide, and a general review.

**Video component**—Contains an introductory segment and a traditional behavior scenario, followed by a behavior model.

**Overhead transparencies**—Provide critical skills analysis.

**Trainer audio cassette**—Contains a recording of the explanatory text and sample narrative for each module.

**Self-Assessment Profile**—Facilitates the transfer of learned skills to the workplace.

**Memory Jogger Card**—Provides a handy, succinct reminder of each module's skill points. This card is to be handed out at the end of each workshop, so participants can use it on the job as a reminder of the skill points they have learned.

## Course Content

A presentation on the objectives of the workshop, and why implementing these new skills will benefit the team member, the organization, and the team leader.

### Fundament Skills of Managing and Communicating

An overview of the importance of effective interpersonal skills in managing and communicating with people, and how these skills support the step-by-step methodology.

A review of pre-workshop exercises designed to start the learning process before the participants arrive at the session.

### The Principles of Behavioral Modeling

- Traditional Models
- Positive Models
- Discussion
- Behavior Modeling
- Job-Specific Practice

### Developing Performance Standards Workbook

Used to help transfer the step-by-step skills of the behavior modeling process, with job-specific case studies emphasizing on-the-job aids and resource material supplied within each workbook.