

Assessing and Managing Performance Knowledge Course

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Course Objectives

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Chapter One: Developing Standards For High Quality Performance

The Importance of Standards

Developing Realistic Standards

Developing Credible Measurements

Avoid Unintended Consequences

Chapter Two: Encouraging High Performance

Communicating Clear Standards

Strategies: Enhance Quality Performance

Provide Ongoing Feedback

Compare These Styles

Identifying Barriers to Performance

Typical De-Motivators

Changing the Work Environment

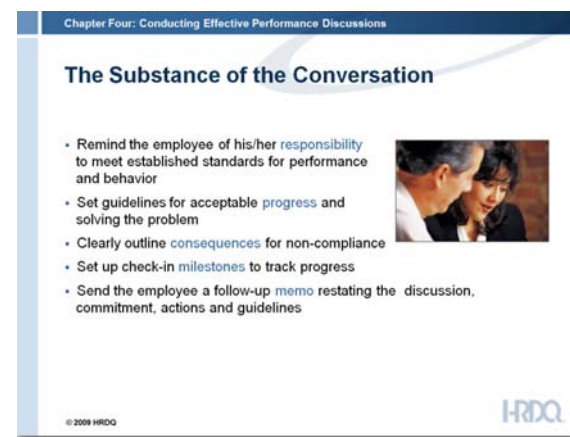
Chapter Three: Assessing Performance

Introduction

Recognizing the Non-Performer

Reasons for Poor Performance

Creating Clear Documentation



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

-- Continued --

Chapter Four: Conducting Effective Performance Discussions

Identifying the Outcomes You Want

Effective Performance Discussion

The Substance of the Conversation

Confrontation Without Intimidation

Follow Up

Worst-Case Situations

Conclusion

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