

# COMMUNICATING PERFORMANCE EXPECTATIONS

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Pete Land will highlight the numerous benefits for the supervisor, employee, company, and customer when challenging and achievable goals are jointly established and performance expectations are clearly communicated in the workplace.

## I PERFORMANCE BASICS

- A. Lack of skill / knowledge
- B. Imbalance of consequences
- C. Task interference
- D. Lack of / poor feedback

## II COMMUNICATION CONCEPT

- A. Double speak
- B. Scotoma
- C. Two types of communication systems
- D. Two parts of communication
- E. Communication means creating understanding
- F. Non-verbal communication
- G. Attending skills

## III WHAT IS MY JOB – Position Description

## IV WHAT DOES A “GOOD” JOB LOOK LIKE – Performance Standard

## V WHAT DOES IT TAKE TO DO IT WELL – Job Training Standard

## VI GOAL SETTING

## VII COACHING BASICS

## VIII ACTION PLANNING