The Defining Performance Expectations (DPE) unit trains participants to systematically analyze any task they have to assign in order to determine what is critical for successful completion of that task. DPE then gives supervisors the skills necessary to set specific performance criteria for the task from beginning to end.

Many supervisors acquire techniques for defining performance expectations by trial and error. They do not get the opportunity to learn and practice a set of skills designed specifically to achieve this purpose. Defining Performance Expectations provides this opportunity.

The Defining Performance Expectations seminar presents and reinforces a system that draws upon the supervisor’s knowledge and ingenuity to guarantee the best possible procedure for designing work assignments.

**Module Highlights & Outcomes**

The best results of any work assignment are achieved when the supervisor knows before giving assignments exactly what is needed. DPE teaches supervisors to analyze the content and method of each job before it is assigned.

To define performance expectations effectively, supervisors must be able to:

- Identify situations that call for defining performance expectations.
- Determine what’s expected in measurable/observable terms.
- Establish how they will support and monitor performance.
Benefits of Defining Performance Expectation

Defining Performance Expectations teaches the specific procedures for designing measurable, achievable work assignments.

By completing DPE, participants will be able to:

- Recognize when defining performance expectations is required.
- Analyze tasks to determine what is critical to their successful completion.
- Define performance expectations in observable; measurable terms identify procedures that will help employees reach expectations.
- Identify procedures that will help employees reach expectations.
- Determine what support an employee will require.
- Establish a feedback system on employee performance.
- Determine and/or design checkpoints in order to measure achievement against expectations.

Program Specification

Audience: - Any Professional with zero to five years of supervisory experience and with minimal prior training in organizing and directing the work of employees.

Class Size: - 6 – 12 Participants.

Length: - 1/2 Days