



Defining and Communicating Work Assignment



This is a combination of two programs namely: Defining Performance Expectation and Communicating Work Assignment.

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.

The Communicating Work Assignments (CWA) unit trains participants to identify situations in which giving an accurate assignment is critical to getting acceptable results. CWA then gives supervisors the means to communicate assignments of any level of complexity by giving practical, step-by-step instructions.

Many supervisors acquire techniques for defining performance expectations & communicating work assignments by trial and error. They do not get the opportunity to learn and practice a set of skills designed specifically to achieve this purpose.

Module Highlights & Outcomes

Defining and Communicating Work Assignment teaches supervisors to analyze the content and method of each job before it is assigned and best way to communicate it across.

