



Setting Goals and Expectations

This course provides an opportunity to develop and refine the skills critical to achieving results linked to business objectives. Completing this course will show how setting and achieving goals can lead to business and personal success.

Learning Objectives

- Learning the stages of individual change
- Learning the stages of organizational change
- Analyzing the Performance Management Model
- Linking vision, mission, and values
- Understanding position descriptions
- Defining mission, objectives, strategies, and tactics
- Creating S.M.A.R.T. goals

Outline	Time
Introduction and Overview	8:00 — 8:15
Understanding Differences	8:15 — 8:30
The Stages of Change	8:30 — 8:50
Performance Management Model	8:50 — 9:15
Force Field Theory	9:15 — 9:30
Defining Position Requirements	9:30 — 10:00
Break	10:00 — 10:15
Skills Exercise: Goals	10:15 — 10:45
Setting Goals and Priorities	10:45 — 11:00
M.O.S.T.	11:00 — 11:45
Summary	11:45 — 12:00

Audience	Length	Tools	Participants	Format
Supervisors, Managers, and Professionals	4 hours	Goal-setting Tool	12 — 18	Classroom, leader led, interactive, skills exercises, self-evaluations