



**Credo Consulting**  
*Building Healthy & Productive Teams*

## Raising the Performance Standard

Business leaders are forever balancing resources against productivity and trying to do more with less. Cutting costs and people seems like an obvious choice for improving the bottom line, but solutions from this school of thought quickly run out of gas. Often they do more harm than good. But, what if you could do more with what you have? What if you could get ten, fifteen, or even twenty percent more productivity from your current team?

Employee engagement, retention, and high performance hinge on effective performance management; therefore, effective performance management is the obvious route to improving the bottom line. This program, *Raising the Performance Standard*, equips managers with the tools they need to manage performance effectively and encourages them to lead courageously.

In this two-day program, participants will learn how to:

- translate their values and business needs into clear, observable, and measurable performance standards that enable high performance.
- communicate their expectation in clear, concrete, behavioral language.
- make the language of high performance the native language of the workplace.
- communicate and reinforce their performance standards naturally, without doubt or anxiety.
- deliver feedback that leads to improved performance.
- achieve better performance from high performers and low performers alike.

### **Major Course Objective**

Managers are equipped with the tools needed to clearly define their performance expectations and to communicate effectively about them.

### **Instructional Methods**

The ratio of didactic instruction versus interactive/experiential learning is approximately 1/1. Didactic portions of the course are conducted in a highly conversational style and complemented with frequent small group exercises, discussions, case studies, and role-plays.

Participants analyze what it takes to perform in their work environment and write a performance standard for a position that reports to them.