

PROGRAMME OVERVIEW

Clarifying Performance Expectations

Constant change is part of the fabric of today's workplace. Complex structures, competing priorities, and round-the-clock access to technology all create pressure for an immediate response — and it's easy for both leaders and employees to feel overwhelmed and unsure where to focus.

Employees perform best when they understand what's expected of them, what success looks like, and where their time and energy create the most value. And clarifying expectations isn't a once-a-year event — it's an ongoing conversation that needs to evolve as priorities shift.

This programme gives leaders a flexible, collaborative approach for setting performance expectations — and keeping them current as conditions change — through two kinds of conversations:

- 🔥 Centre-line conversations: setting clear initial direction and expectations
- 🔥 Calibration conversations: adjusting and recalibrating as priorities shift

Target Audience

Clarifying Performance Expectations is designed for first-level leaders, or mid-level leaders who would benefit from revisiting these foundational skills.

Programme Purpose

The purpose of this programme is to help leaders elevate their leadership performance by identifying behaviours that may be holding them back, and by building proven strategies for making long-term, positive change.

Programme Objectives

- 🔥 Identify important opportunities to set or adjust performance expectations
- 🔥 Conduct collaborative expectation-setting conversations with employees
- 🔥 Maintain an ongoing dialogue about what success looks like and what matters most
- 🔥 Keep expectations current and aligned as conditions change
- 🔥 Clarify performance expectations in a way that taps into genuine motivation and commitment