

# Performance Management for Optimal Results: Learning Objectives

Apply the performance planning and management framework at both the business unit level and individual employee performance.

- Describe the value of **Results Based** management
- Apply the components of the performance planning and management framework
- Define the terminology, including vision, mission, values, strategy, goals, objectives, measures, baselines and targets

Use the Balanced Scorecard to set business unit goals and objectives.

- Describe the components of the Balanced Scorecard
- Analyze higher level (corporate) goals and strategies relative to your business unit
- Define specific goals and objectives that your business unit will contribute
- Define measurable outputs and targets

Set meaningful and measurable targets for each Employee using the SMART approach.

- Analyze how individual employees will contribute to your business unit goals
- Define specific, measurable, attainable, relevant and time-bounded targets for each employee
- Develop and clearly communicate expectations with Employee Performance Plans

Apply tools and techniques to evaluate results

- Evaluate results based upon the targets in the plan
- Apply a variety of Qualitative and Quantitative measurements
- Develop Employee Evaluation forms