

**NATIONAL INDIAN PROGRAMS TRAINING CENTER
1011 Indian School Rd NW, 2nd Floor
Albuquerque, New Mexico 87104**

KEYS TO WRITING EFFECTIVE PERFORMANCE STANDARDS

Date: January 12-14, 2010

Target Audience: Supervisors, managers and team leaders

Course Description: Today's business environment puts strong emphasis on quality in products and services as well as the expectation that fewer resources will be available to accomplish the organization's goals. Because of these facts it is extremely important to develop and execute performance standards that are clearly defined. This course has been designed to show participants how to establish specific, measurable, attainable, results-oriented performance standards.

Learning Objectives:

- Gain a better understanding of the key components of the new system and how it can help you meet your program goals and results
- Write clear performance expectations and develop critical elements
- Understand the role of supervision in addressing performance deficiencies
- Utilize performance management to energize and motivate employees to do their best work
- Learn a specific set of tools and approaches for managing performance more successfully, increase motivation and develop capability within your current staff

Time: 8:00am – 4:00pm each day

Competency Addressed: Human Resources Management; Interpersonal Skills; Written Communication

Tuition: Free of charge for BIA, BIE and OST employees

**PLEASE NOTE: CLASS PARTICIPANTS SHOULD BRING THEIR CURRENT
FY2010 EMPLOYEE PERFORMANCE PLANS, FORM DI-3100,
FOR A CLASS EXERCISE**