

Academy of Training

Goal Setting and Objectives

Overview

The objective of this one-day programme is to assist managers, team leaders and others with staff responsibilities in developing all the key skills for determining business goals and setting clear objectives with staff for their achievement.

The focus is on distinguishing between what is achievable in the short term and outcomes, which if broken into manageable components, can be achieved over a longer period.

The workshop is linked directly to Performance Management and performance development conversations.

Content

Topics covered in the workshop include:

Goal Setting and Objectives

- Goal setting and objectives – an overview
- Mission, goals and objectives
- Long, medium and short term outcomes and their strategic fit
- Determining objectives in key result areas
- Setting SMART objectives for performance
- The matrix approach for setting objectives for performance in “nebulous” areas such as attitude, teamwork and quality service.

Managing Performance

- Adopting a “Project Management” approach to performance management and achievement of goals embodied in business plans
- Establishing and using measurement methods
- Monitoring progress against agreed criteria.

Interpersonal Skills Update for Objective Setting

- Roadblocks in communication and how to avoid them
- Getting your message across persuasively – words and actions
- Gaining co-operation and buy-in
- Handling opposition and objections constructively.

Resultants Benefits

On completion of the workshop, participants will have developed all of the key skills for setting achievable goals and objectives. They also will know how to set objectives in the more difficult areas of performance, such as attitude and will and have updated their skills to gain cooperation and buy-in from their staff in the process.

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