



# Behavioural Standard Setting Workshop

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**“You want me to jump? How high, how far, what kind of jump, how many times?”**

## **Program Overview**

This session is NOT about creating your regular operational standards that you already have. This session IS about creating behavioural standards that give guidance for both the staff members who are responsible for the behaviours, and also for the Team Leaders who are responsible for managing the performance of the staff. This 1-Day workshop will provide both the theoretical and the practical information needed for leaders to create the behavioural standards, implement them, and manage to them. This workshop is the answer to why performance can sometimes be slippery, unpredictable, random, and inconsistent. You’ll wonder what you ever did without this information.

## **Who Will Benefit**

- Leaders who are responsible for managing people.
- Leaders who are frustrated with team members who have some really great performance, and some not-so-great performance, but you just can’t seem to get it to change.

## **Content**

This workshop begins with a discussion about how standards are the starting point for all performance development and management initiatives. We then work out exactly how to set and communicate the standards so they drive the exact performance they are designed to drive. Finally, participants will engage in creating standards for their teams – and be able to see how these well-formed standards will support them in their leadership role, and the staff members in the execution of their daily roles.

## **Learning Outcomes**

- Get complete clarity about what constitutes a well-formed standard and what constitutes a weakly stated standard.
- Discuss the rules for setting standards and uncover the downside of poorly constructed standards.
- Work through several standards as a group.
- Practice creating standards for the team – with the end result of having some that can be taken back to the environment for implementation.

**We believe every business is different and a one-size fits all approach will rarely result in the best outcome. We customise this course to suit your unique training needs. The success of our training is in our familiarisation process where we ensure that the solutions we deliver directly relate to your business challenges.**

**Call us on 1300 305 789 or email [hello@aliveandkicking.com.au](mailto:hello@aliveandkicking.com.au) for a confidential discussion to find out how we can help your people perform better**