



## The Right What

### *The importance of clear performance expectations*

It is critical for employees and managers to engage in discussions focused on performance expectations to ensure that people are doing **the right what**. These conversations should include both the results that are expected of the employee as well as the behavior they are expected to exhibit. In turn, behavioral and results expectations should be tied to your department's strategic plan and should be clearly defined.

We all need to know what is expected of us at work. It is one of the ways we recognize if we're doing a good job. Supervisors need to set performance expectations for each of their employees. What better time to go over expectations than the beginning of a new year?

Setting effective and efficient performance expectations requires some planning. Before sitting down to determine your employees' expectations and goals, it's important for you to have a clear understanding of what is expected from you and your team. Without this knowledge, it is extremely challenging to be certain that the results produced by each member of your team supports the larger goals of the organization. Before setting their goals, make sure you know what is expected of you and your team and how your work affects the larger goals of your organization.

To start, review each team member's job description or look at the class specifications and identify which elements apply to this employee. Develop clear and specific performance expectations based on what is expected of you and your team and the employee's specific job responsibilities.

As you think about performance expectations, make sure that you're "**SMART**" about it.

#### **Goals vs. Expectations - What's the difference?**

Often times the two terms are used interchangeably. So what is the difference?

**Performance expectations** provide a framework of **how** you should perform your job functions. You and your employees should have a continuous dialog about key behaviors and characteristics that should be demonstrated in the work environment, based on the job title. Expectations should be clear and associated with performing outlined tasks and job functions. They can be ongoing and recurring.

A **goal** is a written statement that clearly describes certain actions or tasks with a measureable end result to be accomplished by a specific date.

For more information contact [Meagan Decker](#), FACE Coordinator, at 464-4394.

#### **Upcoming Training:**

##### **Performance Management**

**February 11**, Utilities Building, Clearwater

**April 19**, Magnolia Room, Extension Building, Largo

Register through [OPUS Learning Management](#).

Need help? Call 464-3796 or email

[training@pinellascounty.org](mailto:training@pinellascounty.org).

#### **FACE Tech Tip**

When you are ready for your employee to see their review in FACE, make sure you change the review status to "Mark As In Progress" as opposed to "Complete." Marking it as "Complete" eliminates the opportunity for your employee to provide feedback in the comments section. Once the employee has made comments and there are no changes, change the status of the review to complete.