

2016 Leadership Conference – Performance Management Worksheet

Product/Service/Process: _____

Division: _____

Office/District (if needed): _____

Work Group (if needed): _____

Contact Person (name, email): _____

Please designate a contact person who will be responsible for submitting completed worksheets

What is the primary purpose for the product/service/process?

What does the product/service/process produce or provide?

How do we know when we are “successful” at our work? What does “success” look like?

What information do we have that lets us know we are successful?

What information would we like to have that would let us know if we are successful?

What would it take to get this information?

What, if any, barriers are there to getting this information?

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FACILITATOR NOTES

The role of the facilitator is to remind folks of the general process of discussing and documenting the work performed by the work group. That process is:

- A) Work groups should discuss the work they do and what they are responsible for accomplishing.

Questions to consider include: ***What work do we do? What are we responsible for? What do we produce or provide?***

This will look different for different work groups. Some may have responsibility for many products, services or processes while some may only have a few.

- B) Make a list of the various products, services and processes for which the work group is responsible.
- C) Determine the important or key products, services and processes the work group has responsibility for. If there are many, try to focus on the top 4 to 5.
- D) Complete a separate Performance Management Worksheet for each of the products, services and processes identified in step C).

Work groups should start the work at the conference and continue it when they get back to their place of work. Completed worksheets should be submitted per the timeline and means discussed at the conference,

Notes on Performance Management Worksheet Questions

What is the primary purpose for the product/service/process?

Response should provide the reason the product/service/process is being performed. What is its mission?

What does the product/service/process produce or provide?

Response should describe the end-result of the product/service/process – what it does/creates to “fulfill” its “purpose”

How do we know when we are “successful” at our work? What does “success” look like?

Response should describe expectations regarding what is produced or provided? What is the desired result?

What information do we have that lets us know we are successful?

Response should provide current information being used to determine if expectations are being met.

What information would we like to have that would let us know if we are successful?

Response should identify additional information, if any, that would help understand if expectations are being met.

What would it take to get this information?

Response should briefly describe work to obtain any addition information identified above.

What, if any, barriers are there to getting this information?

Response should briefly describe any barriers believed to exist to obtaining the additional information.

When ready to submit, send to: David Putz, david.putz@dot.iowa.gov