

# Lynn Page & Associates

We develop people, processes, programmes & learning solutions

## Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation

Aligned to **USID 152201 Credits 4 | NQF Level 5**

This workshop is intended for managers in all economic sectors. These managers would typically be second level managers such as a heads of department, section heads or divisional heads, and may have more than one team reporting to them.

### The qualifying learner will be capable of:

- ▶ Setting goals and objectives
- ▶ Establishing performance standards
- ▶ Setting up monitoring systems
- ▶ Monitoring and measuring the achievement of objectives

### Context and Methodology:

The official may be working in an environment that is not strongly governed by performance principles or performance management. This does not mean that developing the skills to set goals with standards, monitoring and measuring should not be part of his or her professional development.

The training approach / methodology includes:

- ▶ Personal motivation towards setting goals
- ▶ Applying the outcomes in a small business
- ▶ Drilling into examples from a bigger business
- ▶ Then applying these outcomes in the official's division

This workshop challenges officials to:

- ▶ **'chip away at what is not David'** (from the story of Michael Angelo's response to making the masterpiece) Then applying these outcomes in the official's division

Thus influencing the gradual move from resistance to performance to a better understanding of the principles thus moving towards a culture of performance.



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