



CHECKLIST FOR CREATING A RESULTS-DRIVEN ENVIRONMENT

1 SET CLEAR EXPECTATIONS AND IDENTIFY GOALS

- *Define what you expect.*
- *Communicate expectations to employees.*
- *Hold employees accountable (using tools such as SMART goals).*
- *Check in to track progress.*

2 MANAGE AND DOCUMENT PERFORMANCE

- *Manage the expectations and goals that have been defined.*
- *Recognize and acknowledge performance.*
- *Coach and reinforce behaviors.*
- *Provide feedback on what you observe.*
- *Record performance conversations continually.*

3 EVALUATE AND REVIEW PERFORMANCE

- *Summarize performance results and identify development opportunities.*
- *Use information that you have captured throughout the year—there should be no surprises when you sit down to evaluate the employee's performance.*