

Performance Expectations Framework

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EXPECTATIONS



Clear direction

"I know what I should do and why."

SKILLS



Knowledge & skill to do the work

"I can do what I should do."

RESOURCES



Support & resources to do the work

"I have what I need to do what I should do."

CONSEQUENCES



Willingness to do the work

"I want to do what I should do."

Without these,
people can't perform.

Without this,
people won't
perform.

Consulting at Chick-fil-A

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CURRENT STATE



- What's the current-state?
- Where are you now?
- What's working?
- How do you know?
- What's not working?
- How do you know?

FUTURE STATE



- What do you want?
- What makes that important?
- What would be the impact of that becoming a reality?

ACTION



- What's standing in the way of you making progress?
- What's holding you back?
- Who else needs to be bought-in?

BARRIERS

- What's standing in the way of you making progress?
- What's holding you back?
- Who else needs to be bought-in?

ACCOUNTABILITY

- What could you do to hold yourself accountable?

SMART GOALS

- For each goal, ensure that it is:
- Specific
 - Measurable
 - Attainable
 - Relevant
 - Time-bound