

## Managing Performance in a Hybrid Workplace Participant Guide

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### **Description**

This course identifies the shift needed for leaders to accomplish unit and University goals in a hybrid environment. Outcomes based management is one key to managing performance in a hybrid workplace along with keen attention to continuous progress on goals.

Learning Outcomes:

*After attending this course, learners will be able to:*

1. Identify the eight attributes of a high performing team
2. Construct organizational, team, and personal goals that align to unit and University purposes
3. Utilize strategies to ensure progress toward goals accomplishment



## **Ferrazzi's 8 Attributes of High Performing Teams**

Attribute	Definition	Ranking
Candor	Your team commits to speaking candidly in service of each other, even when it's risky to do so.	
Collaboration	Your team collaborates and creates tangible value from the interdependencies that exist between members.	
Team Out	Your team is building authentic relationships with the people who are critical to its success	
Accountability	Your team members are accountable for their individual commitments, and they are dedicated to crossing the finish line together.	
Development	Your team is actively pursuing learning experiences and providing peer-to-peer coaching to one another.	
Energy	Your team is maintaining engagement and elevating energy by celebrating successes and demonstrating gratitude.	
Relationships	Your team is leading with generosity and building trusting relationships with one another	
Outcomes	Your team is achieving its full potential as it pursues innovation and transformation.	

## **Outcomes Based Management**

### **Purpose**

*Why does your team/unit/department exist?*



### **Alignment**

*How does your team support the University goals? Your division goals? Do you individual goals roll up to these larger goals?*



<b>Three types of Outcomes/Goals</b>		
<u>Organizational</u>	<u>Team</u>	<u>Personal</u>

**Outcomes Based Management Continued**

SMART Model for Writing Goals	
<b>Specific</b>	
<b>Measurable</b>	
<b>Attainable</b>	
<b>Realistic</b>	
<b>Time bound</b>	

**Strategies to Accomplish Goals**

<b>Results</b>	The “what” – the common way to define goals (SMART)
<b>Process</b>	The “How” – daily or weekly activities that increase the chance of accomplishing the goals.

**Practice**

For each goal example below, identify if it is an organization, team or personal goal; apply the SMART model to rewrite the goal; and identify a few process strategies to help accomplish the goal. (**Apply these goals through the Hybrid environment lens.**)

1. Improve your project management skills
2. Increase collaboration skills
3. Work better with others

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