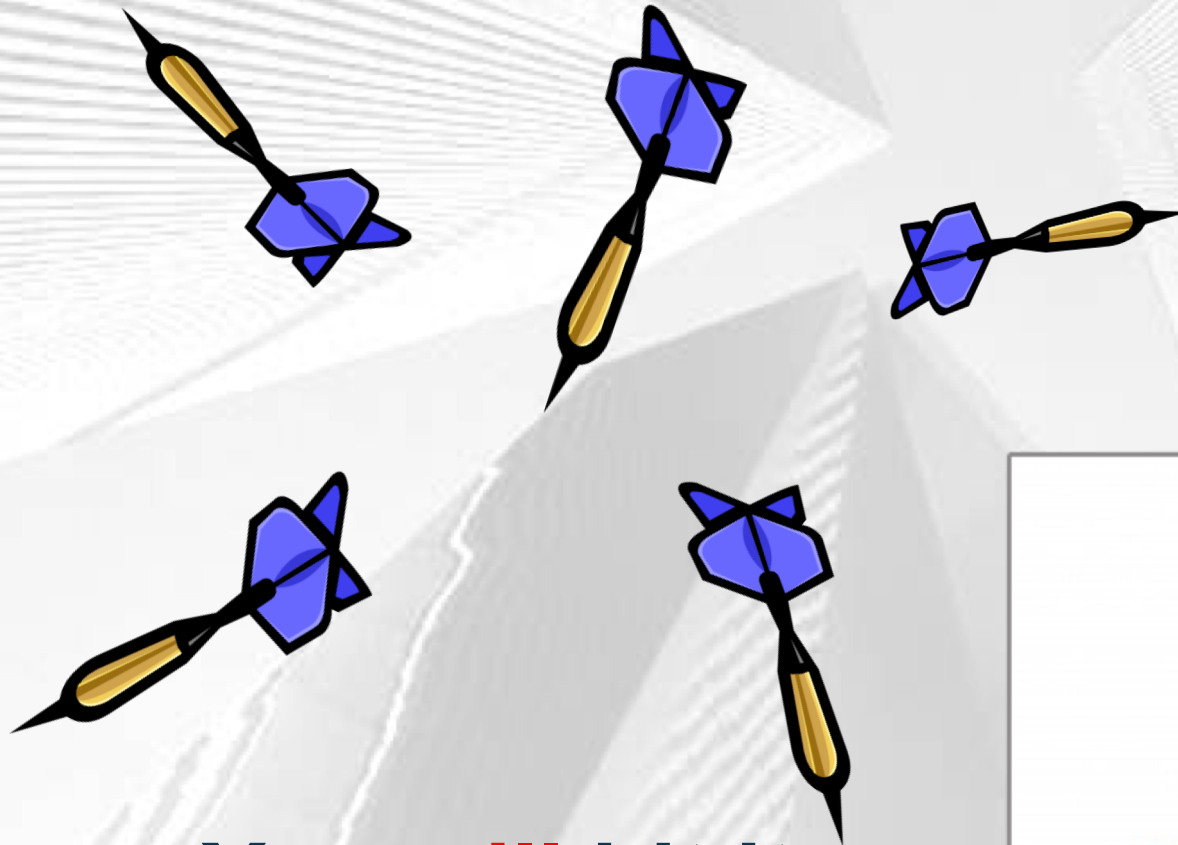


The background of the slide is a light gray color with a complex, abstract pattern of overlapping geometric shapes and lines. The lines are mostly parallel and create a sense of depth and movement, resembling architectural details or a stylized landscape. The overall effect is modern and professional.

Performance Results Descriptions (PRD)

Rick Jones, Inner Circle Coach & Trainer

If you aim at nothing



You *will* hit it.



Leadership Development

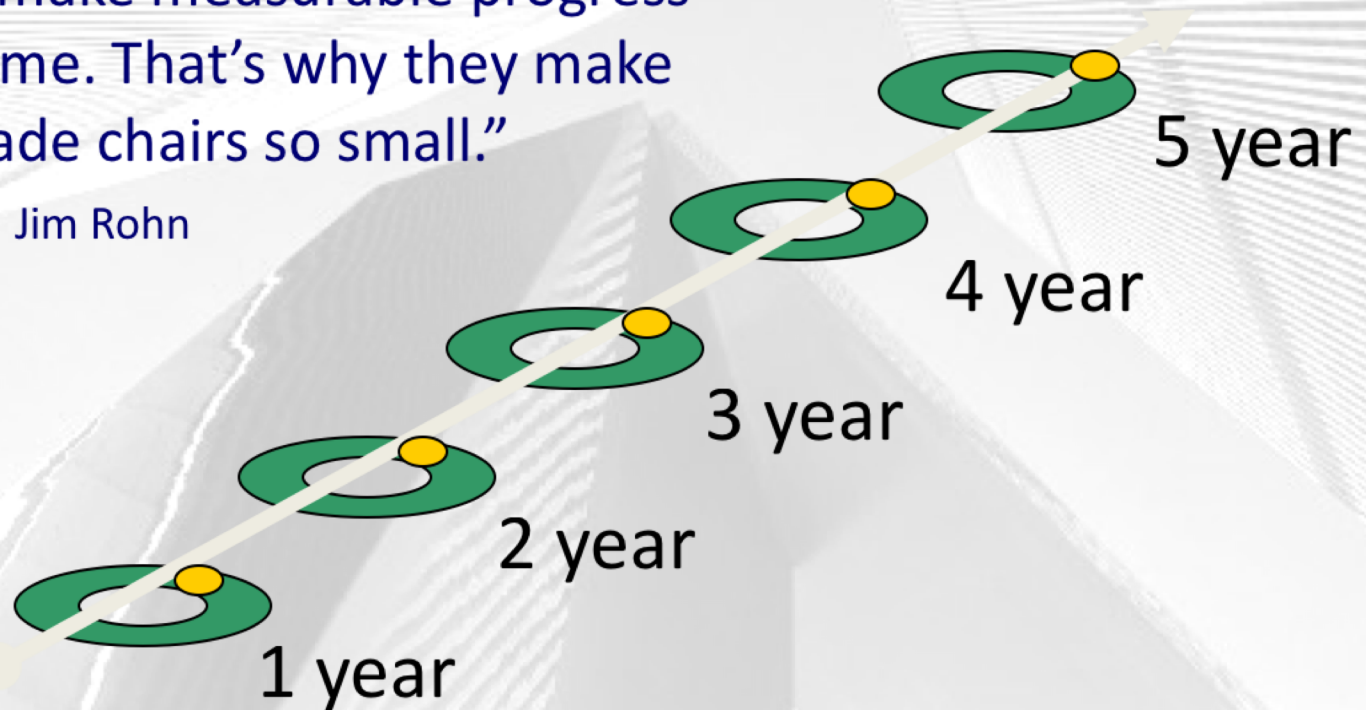
Reality ...Vision

“Life asks us to make measurable progress in reasonable time. That’s why they make those fourth grade chairs so small.”

Jim Rohn

Should Be

As Is

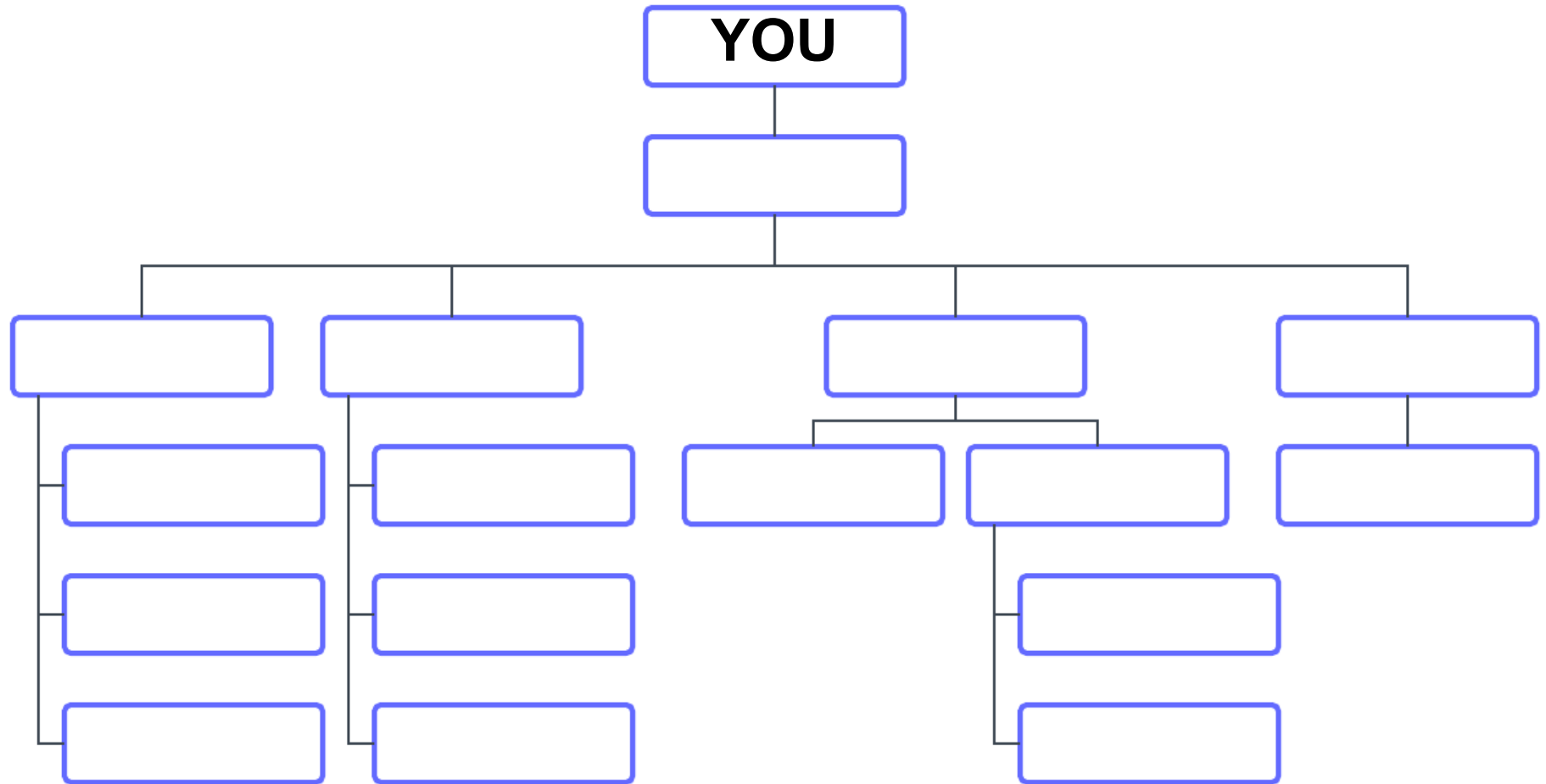


The background features a complex, abstract pattern of overlapping, semi-transparent geometric shapes and lines. The lines are primarily horizontal and vertical, creating a sense of depth and perspective. The colors are muted, consisting of various shades of gray and off-white, which gives the overall appearance a clean, modern, and architectural feel.

**“Vision adds value
to everything.”**

John Maxwell

Organization Chart



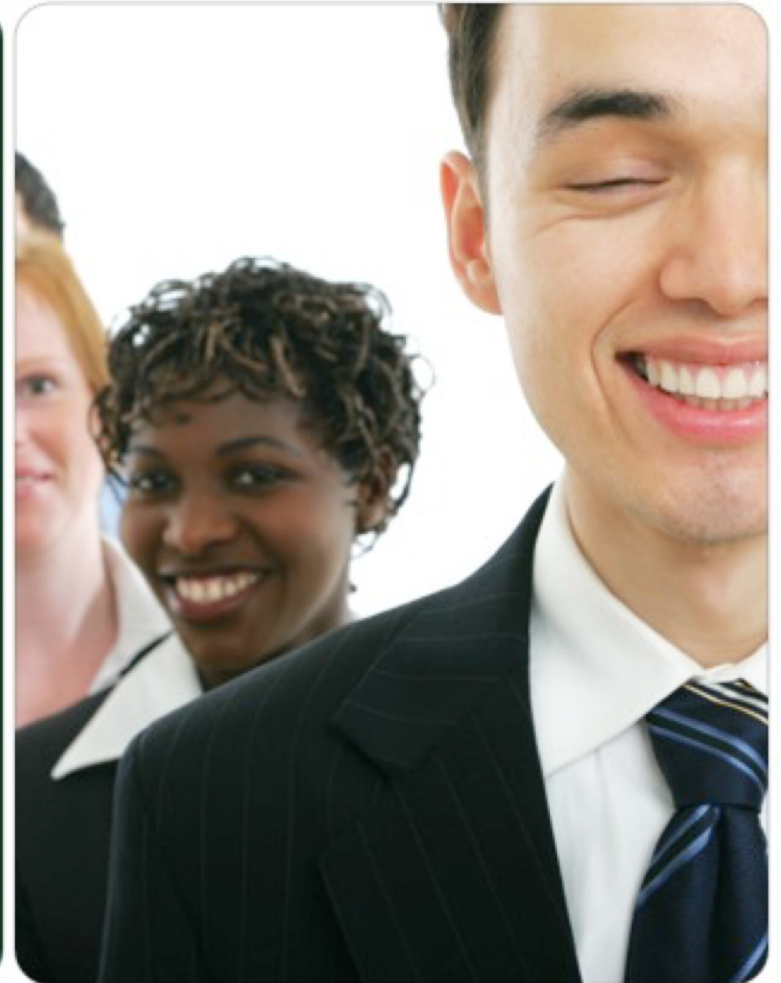
Remember!

#1 Leadership Principle –

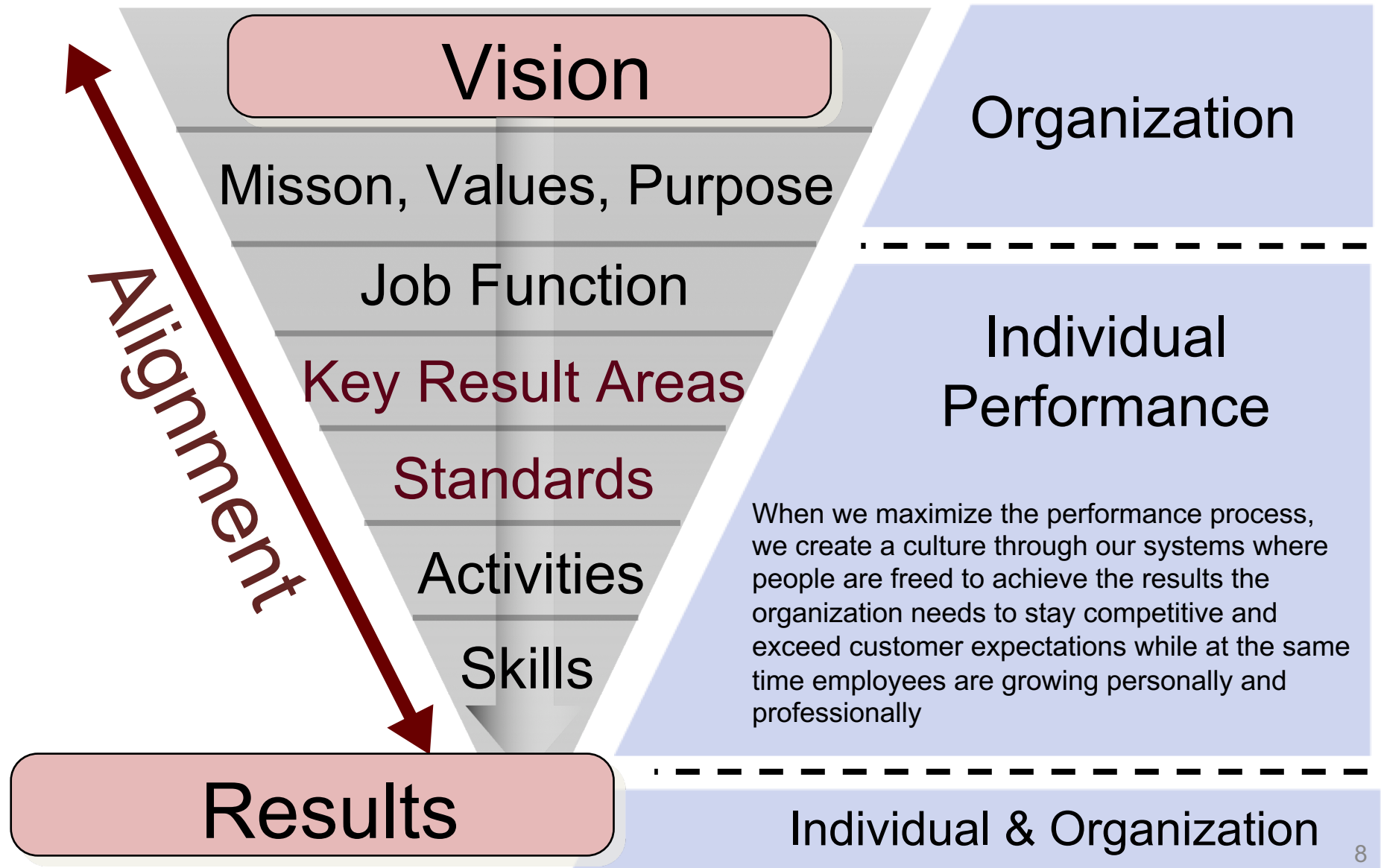
**“Those closest to me
determine my success.”**

Leadership Development

“85% of a leaders success comes from the team members.”



Defining Performance



Sales Position PRD

Major Job Function: The position exists to successfully turn prospects into paying customers.

Each of these areas must be achieved in order to fulfill the major job function.

<p>KRA</p>	<p>Key Result Areas The areas in which I must accomplish specific results that, when collectively achieved, fulfilled the job function:</p>	<p>Performance Standards My job in this Key Result Area will have been satisfactorily completed when:</p>	<p>Duties and Activities What are the activities that I must do to accomplish the key results?</p>	<p>Key Skills, Knowledge, and Abilities What must I know how to do in order to reach these results?</p>
#1	Prospecting	<ol style="list-style-type: none"> 10% of monthly appointments have been made with new accounts. A minimum of \$5,000 per month of business from new accounts has been averaged. No more than one account per year has been lost to competition, resulting in constant growth. A "hit list" of 20 potential accounts that we are currently not doing business with has been created and kept current. 	<p>Identify and contact prospects.</p> <p>Make appointments.</p> <p>Cold calling.</p>	<p>Proficiently use ACT! software.</p> <p>Knowledge and skill of selling process.</p> <p>Handle prospects' complaints and objections.</p>
#2	Product Presentations	<ol style="list-style-type: none"> An average closing ratio of 33% on established accounts and 25% on new accounts has been maintained. An average of \$45,000 in gross sales per month has been maintained at all times. 50% of all presentations used technical support (ie. PowerPoint), resulting in giving a professional impression to our clients. 	<p>Make presentations</p> <p>Prepare presentation materials.</p>	<p>Know PowerPoint software.</p> <p>Know how to use projection technology.</p>
#3	Report/Order Processing	<ol style="list-style-type: none"> No more than one delivery date per year due to inaccurate or late order processing, ensuring maximum customer retention has been missed. Not more than once per quarter did administration ask for clarification of an order submitted for processing, resulting in quicker deliveries. 	<p>Process and submit orders.</p> <p>Coordinate with administration.</p>	<p>Administration ordering process.</p> <p>Microsoft Word and Excel</p>
#4	Servicing Existing Accounts	<ol style="list-style-type: none"> Each account has averaged an increase of unit sales of 10% per year, resulting in continued partnering and consistency of business. No more than one call per year has been reviewed in our territory to request added service or attention, indicating happy, satisfied customers. 	<p>Contact customers.</p> <p>Review evaluation surveys.</p> <p>Conduct service calls.</p>	<p>Understand marketing and territory demographics.</p>

Manufacturing Position PRD

Major Job Function: The position exists to provide high-quality, professional graphics in support of company materials and projects.

Each of these areas must be achieved in order to fulfill the major job function.

KRA	Key Result Areas The areas in which I must accomplish specific results that, when collectively achieved, fulfilled the job function:	Performance Standards My job in this Key Result Area will have been satisfactorily completed when:	Duties and Activities What are the activities that I must do to accomplish the key results?	Key Skills, Knowledge, and Abilities What must I know how to do in order to reach these results?
#1	Graphic Production	<ol style="list-style-type: none"> 1. No more than one complaint per year has been received regarding the quality of our graphic products, resulting in smoothing working relationships between departments 2. Delivery request deadlines have been met 95% of the time, resulting in happy customers. 3. No more than 5% of our graphics have required re-editing, resulting in maximum efficiency of work force. 4. 100% of the company's graphic needs have been met without outsourcing any requests, resulting in maximizing company profits. 5. We have had 100% on time delivery of animated presentations, resulting in our sales force being more effective. 6. No more than one complaint or request for a redo per quarter has been made on animated presentations, resulting in an efficient and smooth work-flow. 7. No more than one account every two years has been lost due to dissatisfaction with graphics, resulting in continuity of business. 8. Average account sales have increased 5% per year, resulting in maximum profits. 9. The number of graphic accounts has increase by 5% per year, resulting in broadening our marketing base. 	<p>Produce quality graphic products for all departments.</p> <p>Use diverse graphic software applicable to different media.</p> <p>Make animated presentations used with digital projection systems.</p> <p>Create graphics for proposals and presentations.</p>	<p>Have knowledge of graphic hardware and software.</p> <p>Have knowledge of printing industry.</p> <p>Graphic design skills.</p> <p>Handling customer complaints.</p>
#2	Customer Service	<ol style="list-style-type: none"> 1. Graphics department employees have been involved at least one per quarter with customers to answer graphic questions, resulting in stronger ties between customers and the sales staff. 2. Graphic department staff have been involved in 75% of sales proposals generated for customers, resulting in a good working relationship between sales and graphic personnel. 	<p>Coach field representatives and answer their questions about technical aspects of presentations.</p> <p>Call on key customers.</p>	<p>Proficient in proposal writing.</p> <p>Contact clients.</p> <p>Strong people skills.</p>

The Performance Results Description (PRD)

*A picture of what the position looks like
when it is being performed well*

- It should be viewed from the future looking back
- It is not a “job description” – it is *results*, not task oriented
- It is in sync with the company’s vision, mission and values
- It is ultimately fair to everyone concerned



Key Result Areas (KRA)

- Identify the position's *Key Result Areas*
 - “My job in the area of (KRA #1) *will have been* done well when the following conditions exist:”
- Usually between 4 and 8 KRAs are included
- The last KRA is always “*Professional Development*”



Performance Standards (PS)

- Each KRA has a list of *Performance Standards*
- These are tangible, measurable *conditions* that must exist before the job can be done well.
- Standards are focused on *results* not activities.
- In review, it either *was*, or *was not* done.
- These standards are negotiated with manager.
- The same position may have different standards for different people can still be fair.



Activities and Skills

- Compile lists of the *Activities* and *Skills* within each KRA that is necessary to the position
- These need not be measurable but can be helpful in *hiring*, and *training*.
- Makes *candidate selection* more simple and logical - not just an emotional process



Coaching

...is about balancing development in 3 key areas

Education



To Learn

Motivation



To Feel

Training



To Do

Thanks
for
Coming!
Tha-tha-that's
all folks!!!