Soft skills

Setting Objectives and Measuring Team Performance

One day to cascade the company's objectives into clear, measurable team and individual objectives, then to track performance without turning every meeting into a control exercise. You learn to word an objective, choose few indicators, set realistic targets and run a team performance review. The work uses your objectives for the year and the indicators you already follow.

Duration : 1 day

Objectives

1. Cascade a company or site objective into coherent team and individual objectives
2. Word objectives that are specific, measurable, achievable and dated, distinguishing results from means
3. Choose a reliable indicator, a target and a measurement frequency for each objective
4. Run a team performance review that leads to actions
5. Handle a performance gap, collective or individual, factually

Programme

Day 1 — morning

• Objective, mission, task, indicator: clarifying the vocabulary

• From site strategy to the operator's or account handler's objective: cascading down

• Wording an objective: quality criteria, result objectives and progress objectives

• Exercise: rewriting your team's objectives for the current year

Day 1 — afternoon (workshop)

• Choosing few indicators: service level, yield, complaints, lead times, safety

• Setting a realistic target from history and the team's capacity

• The team performance review: frequency, format, a twenty-minute run order

• Workshop: objectives and indicators sheet for your team, then knowledge test

Teaching methods

• Work on your annual objectives and your current tracking dashboards

• Cases of an order-picking team and an after-sales service

• Simulation of a performance review with a gap to explain in front of the team

• Objective quality checklist, reusable after the training

• Exchanges between managers from different departments

Assessment and documents

Knowledge test at the end of the day; the objectives and indicators sheet produced in the workshop is commented on by the trainer. Follow-up evaluation at D+1, numbered certificate verifiable online, training report handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To build a dashboard at department or site level, see "Managing with Systems and Indicators". The use of objectives in the annual review is covered in "Assessing Skills and Potential: The Appraisal Interview".

Practical information

Duration	1 day
Audience	Managers, department heads, team leaders, site managers
Prerequisites	Managing a team or an activity
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Do we need a variable pay system to apply the method?

No. The training covers defining and tracking objectives. Any link with pay belongs to your HR policy and is not covered during the day.

How does it differ from "Managing with Systems and Indicators"?

This day is at team level: setting each person's objectives and discussing them with team members. The other course deals with the architecture of a dashboard and steering a department or site through its processes.

How do we set objectives for a support function whose results are hard to quantify?

Through indicators of lead time, quality of the work delivered or satisfaction of internal customers. One exercise during the day covers this case, common in administrative, purchasing or HR departments.

Can we work on our real figures?

Yes, it is recommended. Sensitive data can be expressed as indices or percentages; the training takes place on your premises, with your team only.