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Learning Objectives

Apply an organizational structure to your work

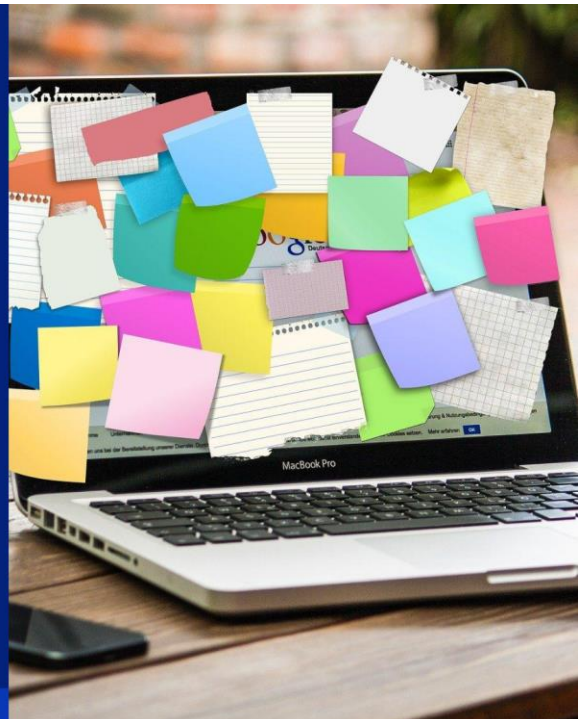
Identify and write goals through backward design

Track performance over time

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APPLYING PERFORMANCE MEASURES TO YOUR WORK

Part 1:
Get Organized!



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Why Does Organization Matter?

You can't plot out the parts of a project or track what you've done without first being organized and having a system in place to prioritize your work.



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Benefits of getting (and keeping) your To-Do List organized

Increase productivity

Be on time – all the time

Avoid taking on more than you can handle

Reduce Stress

Meet deadlines

Track your accomplishments

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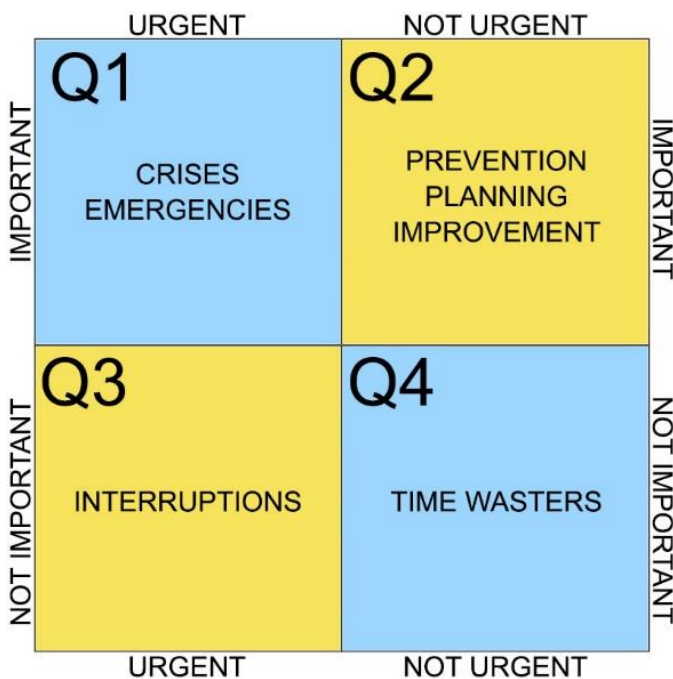
Methods



There are many methods of developing a schedule. You'll figure out what works best for you over time.

Try different ones out to figure out what works best.

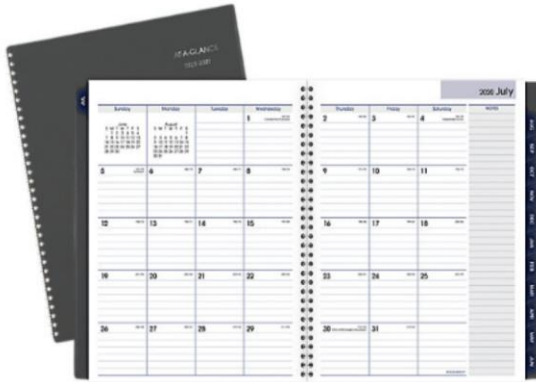
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Stay Organized
with the
Four Quadrants of
Time Management

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A Planner

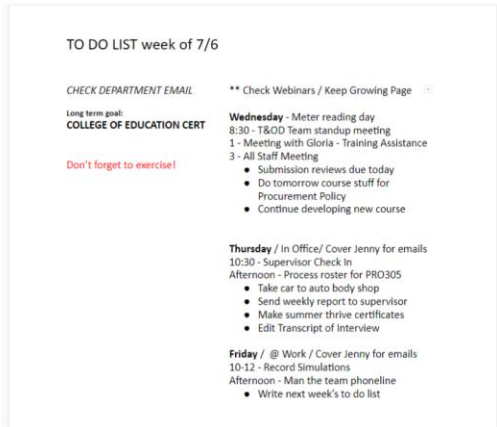


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TRADITIONAL	RAPID LOGGING
<p><input checked="" type="checkbox"/> Call Keith back about to figure out where we should eat this weekend.</p> <p><input type="checkbox"/> Email Heather again regarding the Acme Co release forms for project participants. Need to send out the forms to them and have their signatures before we proceed.</p> <p>The Acme Co. UK Presentation is due February 18</p> <p><input type="checkbox"/> Email Leigh about her party that she's having on April 21</p> <p>The office will be closed on the 15th.</p> <p>I was happily surprised that Margaret seems to have taken her feedback to heart. She volunteered to help manage the assets for the project, and has become a more engaged part of the team. Her work is also showing progress.</p> <p><input type="checkbox"/> Call to cancel Yoga orientation</p> <p><input type="checkbox"/> Order Kim a birthday cake for next week on Thursday. It can't be gluten free because she is celiac.</p> <p><input type="checkbox"/> Add hours for Acme co project to the time tracker</p> <p>Broadway was blocked on my way to work this morning, so I had to take a detour. On the way I spotted a new coffee shop I have to try. It's also a lot more scenic a route. I put the windows down and just enjoyed the ride. I get so caught up in rushing to work, that I totally forgot about this route. By the time I got to work, that I was feeling pretty good even though I was a little late.</p>	<p>04.01TH</p> <ul style="list-style-type: none"> K Keith: Call. Re-Saturday Dinner A Acme Co: Release Forms H Heather: Email. Get forms E Email forms to participants S Get signatures - Acme Co: UK Presentation - Feb 18 L Leigh: Re: Apr 21 Party - Office Closed Apr 15th O Margaret: volunteered to help with assets <ul style="list-style-type: none"> - Showing more incentive and engagement - Increased participation effort <p>04.02.FR</p> <ul style="list-style-type: none"> Y Yoga: Cancel. K Kim: get birthday cake <ul style="list-style-type: none"> - Celiac: needs to be gluten free - The party on Thursday A Acme Co.: Leg hours O Broadway blocked, had to take long way. <ul style="list-style-type: none"> - Try new coffee place - Much prettier drive - Felt more relaxed when I arrived
<p>215 Words</p>	<p>89 Words (About 40% less!)</p>

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A Daily Planner



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Some Practical Tips

- Plot out your day the day before
- Have your schedule on paper in front of you
- Let your schedule be your guide
- Write down new appointments or tasks immediately

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APPLYING PERFORMANCE MEASURES TO YOUR WORK

Part 2:
Goal Setting - Design Your Plan Of Attack



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Please Note

Most of the content in this section is adapted from our course Achieving Results.

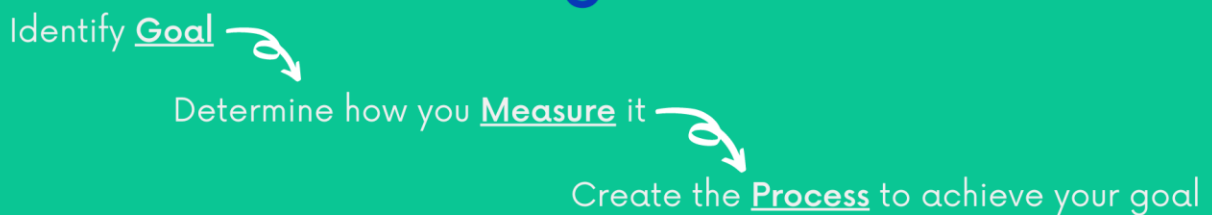
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Backwards Design



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Backwards Design



1. GOALS

- Identify Desired Results
- What are you trying to do?

2. MEASUREMENT

- Determine what it means to achieve your goals
- How will you know you did what you wanted to do?

3. PROCESS

- Design objectives that will make desired results happen
- What specific steps to do I need to take?

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Why bother
setting goals?

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Key Results



- First, identify what you need to accomplish
- What are the most important things for me to accomplish?
 - BHAGs (Big Hairy Audacious Goals)
 - WIGs (Wildly Important Goals)

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What Do You Want to Accomplish?

An Exercise
p.2 Handout

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Brainstorm and Prioritize

1. Create new course on Habit Change
2. Move Managing at UF courses into new template
3. Modify the UF Leader 360 process
4. Develop a new Webinar on Strategic Vision
5. Redesign the What to do First course

- What's most critical to accomplish?
- What's time sensitive?

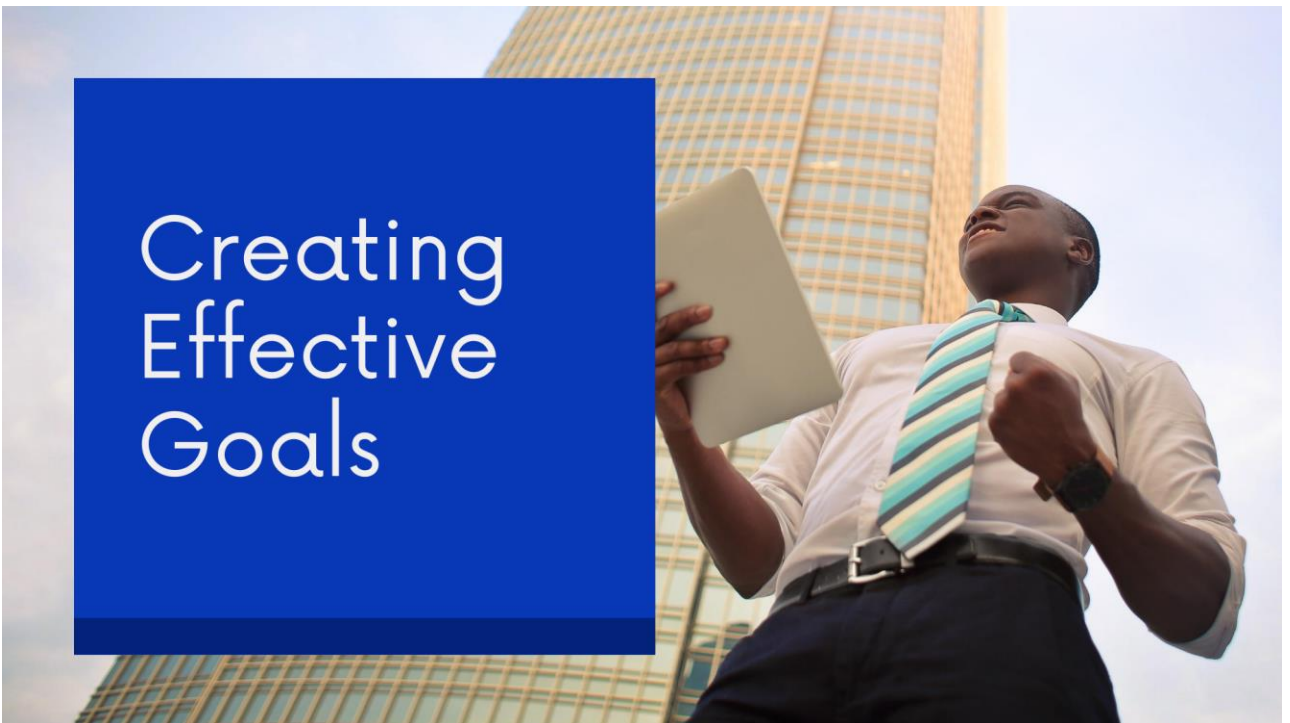
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Top 3

List your Top 3 accomplishments on the top of page 3

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Creating Effective Goals

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Goals

- Focus on outcomes, not activities
- Activities are how we achieve our outcome-based objectives

Research what customers want (activity)
vs.
Reduce customer complaints by 90% (outcome)

Workout five days a week (activity)
vs.
Complete a 5k in less than 30 minutes (outcome)

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SMART Goal

Gives you clarity, direction, motivation, and focus toward what you want to achieve



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SMART Goal

- **Specific**
 - Make them as specific as possible
- **Measurable**
 - How will I know when it is accomplished?
- **Aggressive and Achievable**
 - Give them stretch
- **Relevant**
 - Make sure they focus on outcomes you really care about
- **Time-bound**
 - By when?

Let's turn to pg. 3 in your handout

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SMART Goals

- Make them **S**pecific
- Ask the six "W" questions
 - Who: Who is involved?
 - What: What do I want to accomplish?
 - Where: A location?
 - When: Time-frame?
 - Which: Requirements and constraints?
 - Why: Reasons, purpose, benefits?

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Reflect and Respond

- Who: Who is involved?
- What: What do I want to accomplish?
- Where: A location?
- When: Time-frame?
- Which: Requirements and constraints?
- Why: Reasons, purpose, benefits?

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SMART Goals

- Make them Measurable
 - Goals should be measurable - or at least assessable
 - Ask yourself: How will I know when it is accomplished?



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Reflect and Respond

- How will you measure whether the goal has been reached?
 - List at least two indicators.



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SMART Goals

- • Make them Aggressive and Achievable
 - Goals should require "stretch"
 - This puts you in a learning frame of mind (engages your mind)
 - Stretch goals are more likely to inspire (engages your heart)
 - The main criterion for achievability is your belief

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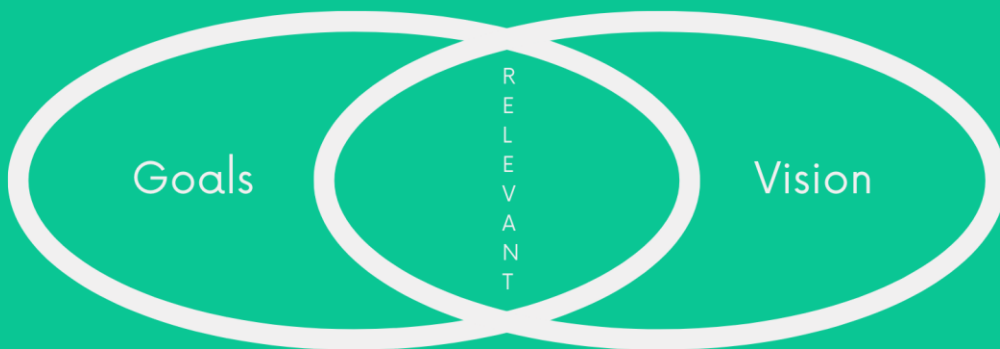
Reflect and Respond

- What makes this goal challenging but also achievable?
- Do you have the necessary knowledge, skills, abilities, and resources to accomplish the goal?

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SMART Goals

- Make them Relavant
 - The best goals capture exactly the performance outcomes we care most about



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Reflect and Respond

- Why do I care about this goal more than others right now?

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SMART Goals

- Make them Time-bound
 - By when?
 - How and when will you check-in on progress made?



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Goal Statement

- The first part starts off with an action-verb..."increase, develop, obtain, complete, etc."
- Follow this up with a statement of nouns – what it is you will impact.
- Next, include a time-bounded statement of accountability.
- Finally, add a statement about what the outcome will achieve for you.

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Goal Statement Example

Example of goal statement: Create a Freshman Experience program by December 2020 to help entering freshmen transition to the campus and increase retention rates.

Take a few minutes to create your goal statement

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Backwards Design

Identify Goal

Determine how you Measure it

Create the Process to achieve your goal

1. GOALS

- Identify Desired Results
- What are you trying to do?

2. MEASUREMENT

- Determine what it means to achieve your goals
- How will you know you did what you wanted to do?

3. PROCESS

- Design objectives that will make desired results happen
- What specific steps to do I need to take?

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APPLYING PERFORMANCE MEASURES TO YOUR WORK

Part 3:
Track What You've Done



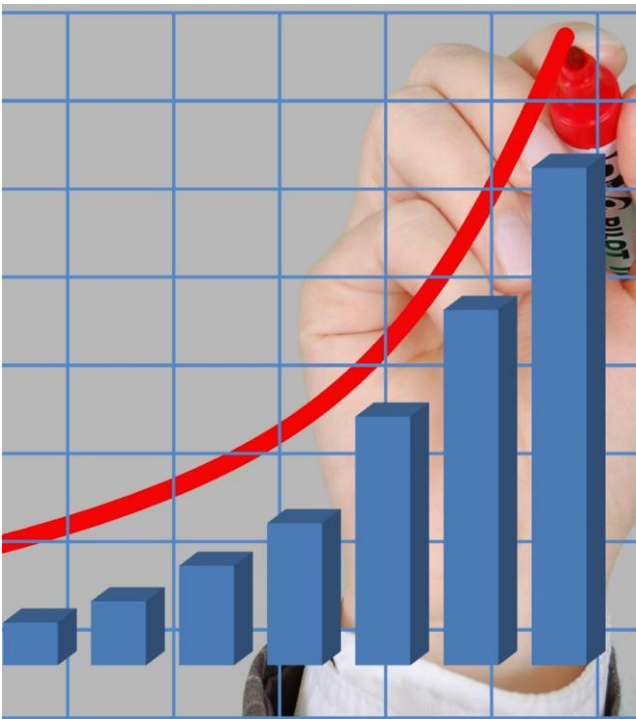
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Key Performance Indicators (KPI)

KPIs are how businesses track progress on a project.

“What gets tracked, gets improved.”

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Key Performance Indicators refer to a set of quantifiable measurements used to gauge your overall long-term performance.

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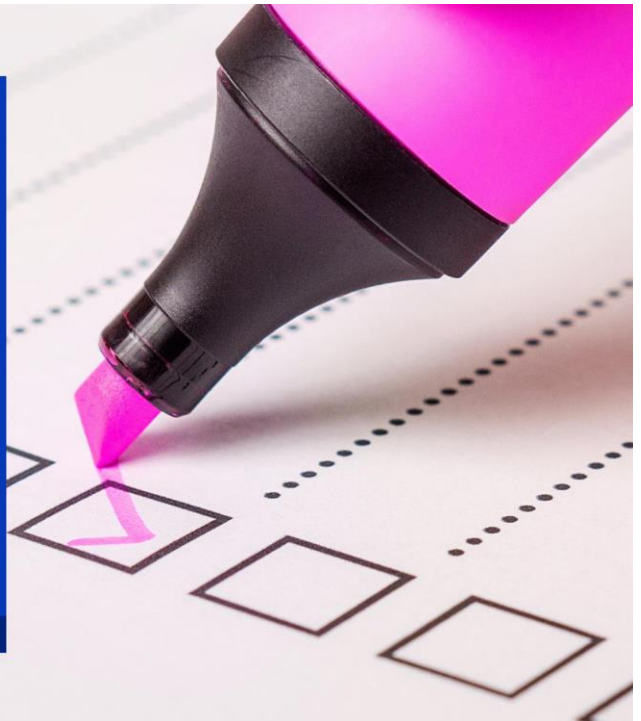
If you can put a number to it, you can track it!

Some examples of KPIs:

- Number of New Contracts Signed Per Period
- Dollar Value for New Contracts Signed Per Period
- Number of Engaged Qualified Leads in Sales Funnel
- Hours of Resources Spent on Sales Follow Up
- Average Time for Conversion
- Net Sales – Dollar or Percentage Growth
- Growth in Revenue
- Net Profit Margin
- Gross Profit Margin
- Operational Cash Flow
- Current Accounts Receivables
- Inventory Turnover
- Number of Customers Retained
- Net Promoter Score
- Average Ticket/Support Resolution Time
- Order Fulfillment Time
- Employee Satisfaction Rating
- Employee Churn Rate
- Monthly Website Traffic
- Number of Qualified Leads
- Conversion Rate for Call-To-Action Content
- Keywords in Top 10 Search Engine Results
- Blog Articles Published This Month

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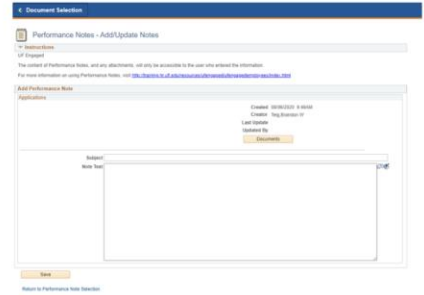
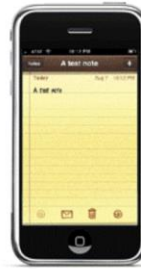
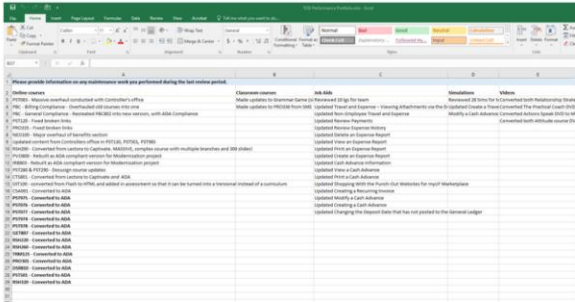
Tracking
your work as
you go



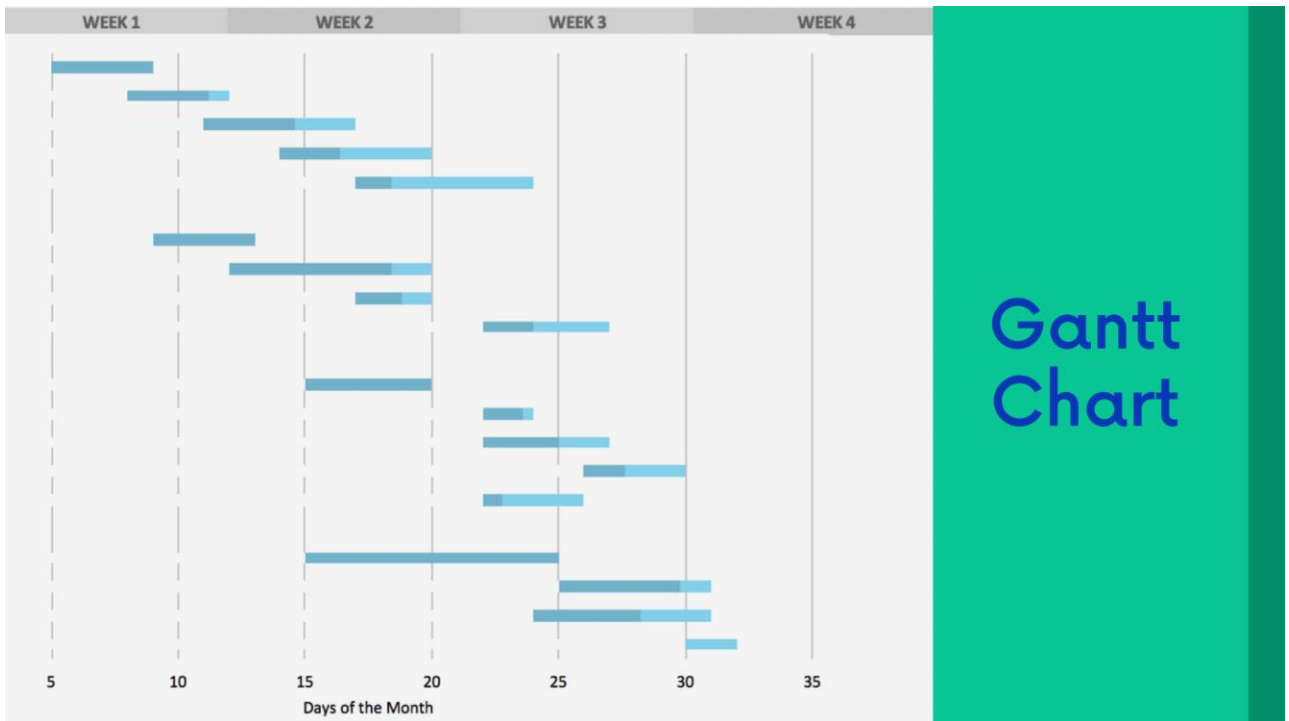
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Keep a Running Work Portfolio

- Can be a formal document like a spreadsheet
- Can just be on the notes in your phone
- UF Engaged Notes



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Gantt Chart

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Once you have data you can compare and contrast with previous evaluation periods.

- Finished X Projects this quarter, a 25% increase over last quarter
- Made Y Widgets, a 10% Increase over last year
- Fielded Z important calls, an equal number to last month

“What gets tracked, gets improved.”

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What are some ways that you can utilize tracking in your work?

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Keep in mind, tracking doesn't necessarily create results instantly, but when you can look at your work over time, you will find numerous uses for the data, from tracking yourself to having data for your quarterly check-ins, to data to show why you deserve a promotion or raise.

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<https://learn-and-grow.hr.ufl.edu/courses-registration/thriveuf/>

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Poll: Rate this session

- Excellent
- Good
- Neutral
- Needs Improvement

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