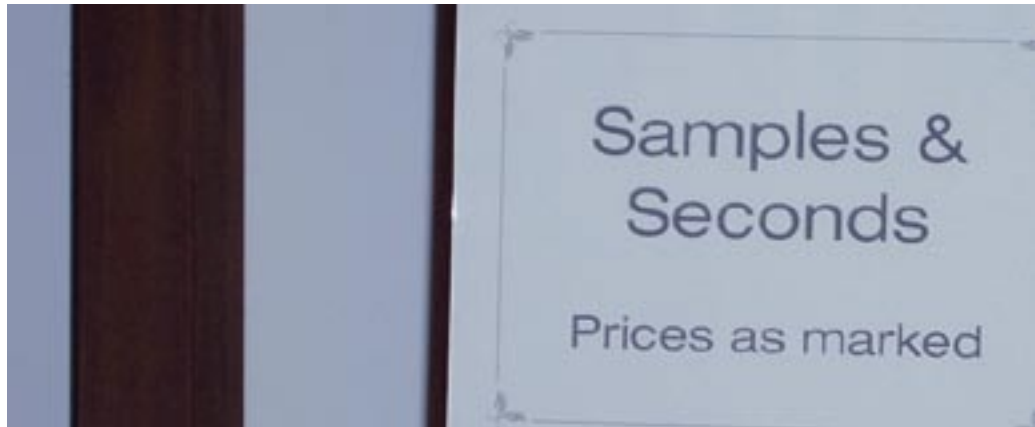


retail business



IDENTIFYING, AGREEING AND MONITORING BUSINESS OBJECTIVES. KEY PERFORMANCE INDICATORS.

DURATION: 1/2 day

OVERVIEW:

The ability to identify, agree and monitor business goals and objectives is an essential element of success. Knowing “what” it is you need to achieve is only half the battle; understanding “how” to achieve it is the key.

Clearly defined and documented objectives linked with the Organisation’s goals will increase your ability to reach your targets quickly.

EXPECTED OUTCOMES:

Individuals and teams will have clarity regarding what needs to be achieved in the coming period of review. Through discussion, the “how” will become clearer.

All efforts of the team or individual will be focused towards achieving meaningful goals that will add value in many ways to the organisation.

Clearer team direction will lead to greater job satisfaction and stability.

CONTENT:

- Defining goals and objectives
- What do we want to achieve? Objective and Subjective issues.
- Establishing your “Business Health Check”
- Setting SMART or STRETCH objectives
- Establishing the “How”
- Monitoring and controlling set objectives