

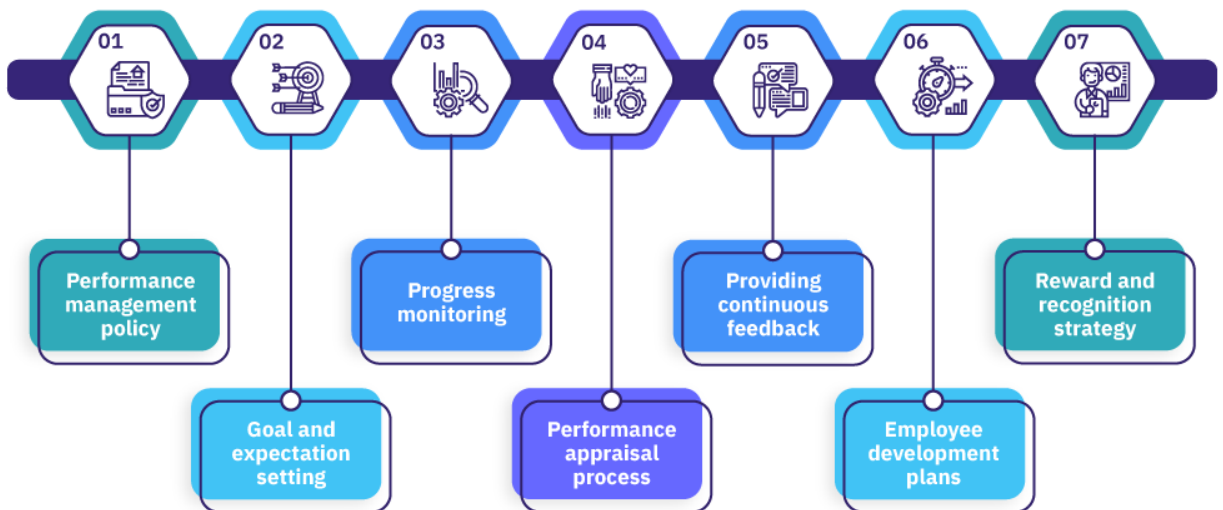


Nurse Leadership Institute  
Maine Health Care Association  
Directing Staff & Managing Performance

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## Key Elements



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## Clarify performance goals:

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Using Performance Excellence as a framework, have an explicit discussion about goals for team performance, and ask your team members to craft individual goals that contribute to the whole. For help running a goal-setting session, contact your Human Resources Business Partner.



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## Incentivize:

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Is there a big project you are all working to get to completion? Smaller tasks that are tedious and important? Let your team, or an individual know that something good will happen when the finish line is reached. This can be an energizing and fun way to increase performance in the short-term, but tends not to work when overused, or used in projects with a long timeframe.



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## Celebrate high performance publicly:

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When you recognize high performance in specific ways, your team gains a greater understanding of what you expect. Go beyond “good job” and specify what it was that they did well (speed, quality, creativity, thoughtfulness, collaboration) and what impact it had on the goals of the team.



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## Be a role model:

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Show your team what high performance looks like within your own work.



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## Encourage efficiency:

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Look for ways to streamline work, including minimizing unnecessary team meetings, using file-sharing and online collaboration tools, standardizing processes by creating templates, and giving decision-making power to individuals (other than you).