

Designing Performance Standards as Measurement Tools

Registration Form

Registration Fee: \$50.00

Price includes CEU's and a 1/2 hour lunch

CEU's Requested: ____ Yes ____ No

Registration Deadline: November 30, 2010

Name: _____

Title: _____

Agency: _____

Address: _____

Phone: (____) _____

Special accommodations needed due to a disability: _____

Please make checks payable to:

Area Agency on Aging Region 9, Inc.
60788 Southgate Road
Byesville, Ohio 43723

Telephone inquiries to 1-800-932-7277
extension 4912 voice or fax 740-439-3592

Directions to Dutch Valley Restaurant

1343 Old Route 39, Sugarcreek, Ohio

From 77 North, take the Sugarcreek/Dover exit. Turn left on State Route 39. Follow this road approximately 6 1/2 to 7 miles until you come to Dutch Valley Road/County Road 46. You will then turn left. The Dutch Valley Restaurant will be on your left.

From 77 South, take the Sugarcreek/Dover Exit. Turn right on State Route 39. Follow the same directions as above

Continuing Education Units

The Area Agency on Aging Region 9, Inc. is an approved provider of Continuing Education Units by the Ohio Social Worker Board. This offering has been approved for 5.5 contact hours for Licensed Social Workers Provider # RSX029802. The Ohio Board of Nursing accepts events approved for Social Workers for Continuing Nurse Education.



**AREA AGENCY ON AGING
REGION 9, INC.**

PRESENTS

Designing Performance Standards as Measurement Tools



***December 2, 2010
9:00am—4:00pm***

(Registration begins at 8:30am)

**Area Agency on Aging - Region 9, Inc.
60788 Southgate Road, Byesville, OH 43723
Voice(800)945-4250 " Fax(740)439-3592
*Serving Ohio's Belmont, Carroll, Coshocton, Guernsey,
Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas
counties for over 25 years***

Funded in part by the Ohio Department of Aging

Designing Performance Standards as Measurement Tools

December 2, 2010 9:00 - 4:00

- Location: Dutch Valley Restaurant
- Costs: \$50.00
- Price includes CEU's and a 1/2 hour lunch
- Registration Deadline: November 30, 2010

Learning Outcomes:

At the conclusion of this workshop participants will.....

- ◆ Be able to write goals, objectives and service standards.
- ◆ Understand how, why and when to standardize tasks for production of goal focused outcomes.
- ◆ Author clear service standards to resolve a current performance discrepancy.
- ◆ Be able to facilitate a team standards writing session.
- ◆ Use service standards as tools for coaching, monitoring, measuring, improving and reinforcing individual and team performance.

Description

Does it seem like the goals of your organization don't come completely to fruition? Having a well-worded mission statement and clearly stated goals does not always translate into excellent staff performance. This workshop will guide you in a step by step process that starts with team goal setting and ends with the implementation of service standards to guide team performance and behavior. Come and learn how to give employees effective performance feedback, and improve performance by coaching staff to meet the service standards you will create today.

About the Trainer

Rita M. Rizzo MSC, CMC, is the Principal of Rizzo & Associates, an Ohio based consulting and training firm. She holds a Masters Degree in Training and Human Resource Management from the University of Leicester in Leicester, England and received her undergraduate education in the field of Psychology from Capital University in Columbus, Ohio. In addition, she is a nurse experienced in the specialty areas of psychiatry, obstetrics and pediatrics. Rita is a Certified Management Consultant (CMC), a prestigious distinction awarded to her by the Institute of Management Consultants in 2002.

Rita has over 20 years experience as a trainer. She has provided training and consulting services for over 8,000 audiences from corporations, associations, and government. She does extensive work for human service agencies internationally and specializes in working with governmental and health care facilities. Each and every presentation Rita delivers is done with warmth, wit, and sincerity, and she never fails to engage her audience in fun and fulfilling ways.

Rita's interest and expertise lies in the areas of Organizational Development, Human Resource Development, Stress Management, Diversity Issues and Systems Approaches.