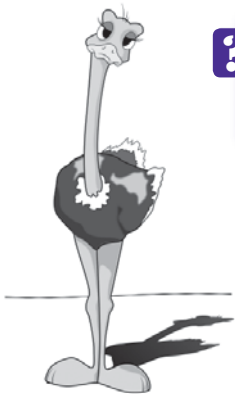


Measuring goals...

Jaluch Management Skills Pocket

CASE STUDY

You are performance managing Madame Ostrich who, amongst other things, has a tendency to stick her head in the sand and not deal with the issues that arise in her department in a timely way. You tell her what she needs to achieve and in one month's time when you meet again, you suggest that again, Madame Ostrich has failed to deal with all the issues that have cropped up. She however suggests that she has succeeded in her goal, because she has in fact dealt with at least one thorny issue that has arisen.



How could you have been more specific in setting measurements to ensure that come review time, Madame Ostrich would not have had any room to wriggle her tail feathers?*

*For answer and analysis of this case study see page 106