

What I want my people to achieve. Results & Outcomes

A very large part of being an effective leader is helping your people achieve what it is that they need to achieve.

As their leader – or boss, manager, supervisor - you have so much opportunity to influence their behaviours and actions and support them in their development and skills to achieve greater results.

- ✓ Consider that a large and significant measure of *your* success as a leader is **the level of success your team**.

Before you can apply your leadership skills to help them develop, grow, and achieve, you must first have a clear understanding of exactly what it is they should be doing, and importantly, what you want them to be doing more effectively.

Results are what they are trying to achieve, but it's the actions they take and the behaviours they exhibit that will drive the results.

We'll talk about actions and behaviours in our next Leadership Minute, but first let's look at the results and outcomes you want from your team.

Results are the outcomes.

What is it you want your people to achieve? As a team, and individually.

Is it greater client or other stakeholder engagement? Is it being more open in their communication and language? It could be more sales, more referrals, greater customer satisfaction – it will almost always be a number of things.

Knowing what these desired outcomes, or results, are is essential. It's what they are working towards and how well they achieve in these areas that is their **"measure of success"**.

Only when you and your team are clear on the results, or outcomes, you are working towards can you clearly define the actions and behaviours required to achieve them.

- ✓ **Actions and behaviour drive outcomes and results.**

So, beginning with the end in mind, let's identify what you want your team to achieve.

- ✓ **Take action now:**

Use the worksheet on the next page and identify what it is you want your team, and each individual team member, to achieve. Remember, think results and outcomes, not actions and behaviours.

We'll tackle actions and behaviours in our next Leadership Minute.

WHAT I WANT MY PEOPLE TO ACHIEVE RESULTS & OUTCOMES

Use the table below to identify what it is you want your team, and each individual team member, to achieve.

Remember, think **results and outcomes**, not actions and behaviours.. Don't confuse results and outcomes with the actions required to deliver them.

Leader name:	Date:
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My team: What the team wants to achieve What are the common, collective or team outcomes and results the team is working towards?	Leave this column blank for now
List the desired team outcomes and results here.	

Team member: (name) <small>XXXXXXXXXXXX</small> What this team member wants to achieve What individual outcomes and results is this team member working towards?	Leave this column blank for now
List the desired individual outcomes and results here.	

Team member: (name) <small>XXXXXXXXXXXX</small> What this team member wants to achieve What individual outcomes and results is this team member working towards?	Leave this column blank for now
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List the desired individual outcomes and results here.	

Print more copies of this page if you need space for more team members.