



TriMetrix®HD Meeting Standards

Meeting Standards

The ability to see and understand the stated requirements established for a job, and a person's commitment to meeting them.

Why is this skill important?

Meeting Standards is an internal motivation that combines the capacities of quality orientation with a person's focus on structure and order. People who are good at Meeting Standards have the internal motivation to strive to meet whatever standards have been set—either by themselves or by someone else—and will be able to focus the appropriate amount of attention on achieving these standards.

This commitment to meeting accepted standards benefits you because it shows your respect for existing systems, demonstrates your abilities in following through and meeting targets, and proves your dedication to completing your job tasks to the best of your capabilities.

People who have not developed their skills in Meeting Standards may focus too little, or too much, attention to the task of achieving a standard. In the case of over-attention, the person will place so much importance on meeting a standard that they become overly perfectionist and demanding of either themselves or others. In the case of under attention, the person does not place ENOUGH importance on this objective; therefore, he may tend to miss standards in situations that are difficult or repetitive.

Someone who can't or doesn't Meet Standards will not make a good impression on supervisors, peers, or customers, because his own performance is either TOO important to him or isn't really that important to him at all. He will seem either to nit-pick and demand too much or not to care about the job and be half-hearted about meeting requirements.

The keys to Meeting Standards effectively are:

1. Making a point of discovering and learning what stated requirements for a job are.
2. Understanding those requirements
3. Synthesizing the requirements into how you approach your daily activities.
4. Regularly checking in with yourself and your manager to make sure you are adequately meeting standards, but not focusing exclusively on it.
5. Meeting standards but adding value beyond them or separate from them.

If you understand what is expected of you, you can work to meet and exceed the expectations and most high performers in the professional world consistently exceed expectations. But you have to keep company goals and your own stress level in mind—paying too much attention to expectations stated of you may cause you to be inflexible in the face of shifting priorities or miss other opportunities. But paying too little attention to what is expected of you can cause you to focus your efforts on the wrong areas, miss opportunities for advancement, and risk being seen as an under-achiever. The key to all of this is balance—balancing what you know is expected of you with daily shifts in priorities, personal goals, and other relevant factors.

What are skills associated with Meeting Standards?

Someone who has mastered skills associated with Meeting Standards:

- Believes that there are structures and orders in place for specific, valuable reasons.
- Has a commitment to performing quality work in a quality organization.
- Is internally motivated to meet or exceed standards that have been established for him/her.
- Pays the appropriate amount of attention to standards—devotes the appropriate amount of work time to consciously achieving required goals.
- Believes strongly in him/herself and his/her capabilities to exceed expectations.

How do you develop your own abilities in Meeting Standards?

- Be realistic about what is expected of you. Don't make assumptions—find out what the real standards you need to meet are.
- Learn how the standards YOU have to meet are related to overall company standards or corporate expectations. How does what you do support the company?
- Relate specific job tasks to broader expectations you face. If you are expected to give the best customer service at all times, what tasks are related to doing that?
- Be realistic about what you expect of yourself. You can't be perfect all the time, but you can exceed your own goals with a little careful planning.
- Incorporate meeting expectations into your daily, weekly, and monthly work plans.
- Think about why standards are there for you to meet. What function does each specific standard serve? Why is it important that you meet it?

- Pay attention! Changing priorities may change what is expected of you.
- If you change jobs or start a new project within your job, review what you understand the standards for performance to be. Are they different?
- Don't focus TOO much on standards that you know exist. Recognize that you need to meet some standards, but don't make it your daily chore to focus exclusively on them.
- If someone makes unreasonable demands on you, communicate with them about it. How can you compromise?
- Make it your goal to do your best, every day—not to meet expectations every day. Odds are that if you do your best every day you will exceed expectations without even concentrating on them at all.
- If you consistently have trouble meeting standards for a specific task, see if you can get help with the task. What are you doing wrong? Do you really understand the expectations?
- If you are leading a project team, make sure your expectations of others are clear. You will be much more likely to meet standards for your group's performance if your team's performance supports the group goals.
- Check your performance periodically—ask your manager, co-workers, or trusted friends to assess how well you are meeting standards.
- Make sure you make time to meet your own standards. What goals do you personally want to reach? At what level do YOU think your performance should be?
- If you are consistently under-performing, FIGURE OUT WHY! Are you unhappy with the job? Do you have difficulty understanding instructions? Do you think people expect too much of you? Too little?

Meeting Standards

Activities

Activity 1: Just What IS Expected?

What IS expected of you? It's easy to get focused on what you THINK is expected of you, when you may focusing on the wrong things.

Start with your most recent job description and performance appraisal. What are the primary expectations of you? Write down what you see.

Take your list to your manager—what are his or her expectations of you? Talk about expectations related to your job description and above and beyond them. What does he/she want your role in the department to be? What value does he/she see you adding?

Sit down with your list—adding your manager's expectations to your job description expectations. Now, think about what YOU expect of you. What are YOUR personal goals, professional and personal? Add them to the list.

Now you have a reasonably complete list of things that are expected of you. Does it match what you thought? Can you meet or exceed the expectations? How does it make you feel?

Activity 2: Missing Expectations

Think about a few times that you didn't perform up to expectations on the job—times you didn't meet the standard. Why did you have trouble performing? Did you not understand the goal? Did you disagree with the focus?

What could you do better next time to ensure that you meet expectations—even if you have issues along the way or need to find a better way to accomplish goals?

Activity 3: Comparison

Gayle is a smart employee, one with a good background and years of experience. Your supervisor has assigned Gayle a project with a clear deadline a week from today and stated expectations. Gayle misses the deadline because she is trying to proofread her work, one more time. During the week she had to work on it, she repeatedly got angry with other people for not following her instructions exactly to the letter.

Eric is also a smart employee, with a good background and years of experience. Your supervisor assigned Eric a similar project, with a clear deadline a week from today and stated expectations. Eric meets the deadline, and has done good work.

What is the difference between the two? What could Gayle do better? What might Eric have missed? How do these stories relate to meeting standards effectively?

Activity 4: Everyday Standards

We all have standards we have to meet, everyday, and in every interaction we have. For example, if you drive a car, you are expected to have a driver's license, obey traffic laws, and drive an insured, safe vehicle.

Think of four everyday activities or interactions you might have. List three to four expectations or standards associated with each activity.

1. _____
 - a. _____
 - b. _____
 - c. _____
 - d. _____

2 _____

a. _____

b. _____

c. _____

d. _____

3 _____

a. _____

b. _____

c. _____

d. _____

4 _____

a. _____

b. _____

c. _____

d. _____

