

Results and Performance Accountability Competencies:

Language Discipline

Understanding: Understands and can explain to others the difference between population and program accountability, why language discipline is important, and the three basic definitions of results, indicators and performance measures.

Teaching and Coaching: Can diagnose language usage and recommend ways in which groups can move to greater clarity and consistency in language usage.

Acting and Leading: Uses language discipline in all work and helps others to become disciplined in language usage. Leads the development of language discipline in an organization or system.

Results Accountability

Understanding: Understands and can explain to others the Results Accountability Talk to Action thinking process: results, experience, indicators, baselines, story behind the baselines, partners, what works, action plan, plus the concepts of a turn the curve table, a data development agenda, success in relation to a baseline, a research and information agenda, the importance of no-cost and low-cost actions, and criteria for selecting action items.

Teaching and Coaching: Can teach the thinking process to others, facilitate the selection of indicators, conduct a turn the curve exercise, and coach the application to new results and indicators.

Acting and Leading: Uses this thinking process to organize and lead a change process to improve results for a specific population (turn a curve table). Leads the development of a system of accountability that aligns team or organization efforts to results and indicators.

Performance Accountability

Understanding: Understands and can explain to others the different types of performance measures (How much did we do? How well did we do it? Is anyone better off?) and the 7 step Talk to Action thinking process for programs, agencies and service systems; and understands the contribution relationship between program performance and population well-being.

Teaching and Coaching: Can teach the types of performance measures, can help others to identify performance measures for their program, and coach their use of the 7 step thinking process.

Acting and Leading: Uses headline performance measures and the 7 step Talk to Action thinking process to manage, and improve the performance of, a program, service or agency. Leads the development of performance accountability throughout an organization or service system.