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.