

## Performance Management Support

Literacy Link South Central is committed to providing performance management assistance to LBS service providers. Through this newsletter, LLSC will share tools and resources gathered from our partners around the province that can be used to impact your organization's performance management. If there are specific topics you would like to see in upcoming issues, please contact Literacy Link South Central at [communications@bellnet.ca](mailto:communications@bellnet.ca).



Thank you to Jane Tuer, Executive Director at Project READ Literacy Network for creating this Performance Management article!

## Performance Management – What's it Really About?

While hosting the various Performance Management “champion” workshops, an ongoing theme for all the areas we were reviewing emerged. It's all about communication and relationships.

Learner Progress, Suitability, Service Coordination and Completion of Goal Path all required practitioners to have a strong, trusting relationship with the learner and with other programs.

The colleges really emphasized that meeting regionally (western colleges) helped as a support for discussing Learner Progress, Suitability, Service Coordination and Completion of Goal Path. Perhaps it's something that the community-based and school board programs may want to look at doing.

Instead of worrying on your own about your SQS numbers, talk about them at your Literacy Service Planning table. Others may have had the same problems and know of some solutions that can work. Or it can create a great brainstorming situation where you come up with something new and enlightening. If you want more privacy, contact your literacy network and they can bring it as a potential, anonymous issue to the Literacy Service Planning Committee and the communication can still happen.

The strongest call for communication and building relationships was with the learner and that was for all four areas:

- Suitability – don't ask all the “suitability” questions at intake, build a rapport first with the learner. Once they are comfortable with you, then they will feel freer to answer those questions with full

disclosure. Once you have established a “relationship” and can explain why you are asking these questions, the trust that has been built will also allow them to answer more freely.

- Learner Progress – once you have built a rapport/relationship with a learner the trust will lead to more success and willingness to try completing milestones and culminating tasks.
- Service Coordination – it’s important to have good communications with other agencies, but if you don’t have that open, trusting communication with the learner, it doesn’t really matter if you refer them to another agency/support, it’s probably not going to happen. If they trust and respect you, then they will trust and respect your opinions and referrals.
- Completion of Goal Path – as stated above, it’s the relationship building, communication and trust that really help a learner complete their goal path.

As Dr. James Comer, a pioneer in successful school reform and the author of “Leave No Child Behind,” says, “No significant learning occurs without a significant relationship.”

Performance Management is really about sharing everyone’s best practices and making a stronger literacy field.

## Western Region Best Practice Interviews

For more detailed information on the Best Practices or Champions interviews, visit:

<http://www.learningnetworks.ca/WesternRegionBestPracticeInterviews.php>.

Questions about this newsletter? Please contact us at 519-681-7307 or [communications@bellnet.ca](mailto:communications@bellnet.ca)

