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## Using Effective Leadership Strategies in the Workplace

### Strategic Planning Using the Outcomes Approach - Robert K. Bitting, Ph.D.

#### *"You want what by when?"*

- I. So What? - The Outcomes Framework
  - A. Products and Processes vs. Results
  - B. Getting Beyond "Being There"
  - C. Performance Targets: How Do You Define Success?
  - D. Five Important Questions, and a Few Basic Concepts
  - E. What are Your Strengths and Weaknesses?
  - F. A 30-Minute Strategic Plan
- II. Key Elements Outcomes Planning
  - A. Mission vs. Vision (What's the Difference, Anyway?)
  - B. What are Your Core Values?
  - C. The Proposal vs. the Target Plan
  - D. Activities, Targets and Outcomes
  - E. Making Targets Ambitious, Specific, and Verifiable
  - F. Predictors vs. Promises
- III. Internal and External Customers
  - A. Your Customers and How You Choose Them
  - B. Internal and External Customers
  - C. Customer Milestones
  - D. Mindset and Management Implications
  - E. Verifying Results Through Customer Evidence
- IV. Projecting Results for Your and Your Customers
  - A. Probable Customers and Their Special Characteristics
  - B. Knowing your Product
  - C. Impact on Targets
  - D. Quantifying Impacts
- V. Results for Training (Making it Work)
  - A. Being There
  - B. Early Applications
  - C. Lasting Effects
  - D. A Time Management Inventory

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