

Agenda/Idea Catcher

Don't let a good idea get away!

Research shows that people remember 20% of what they hear, 30% of what they see, 70% of what they say and 90% of what they do! If you use an idea within 24 hours of learning it, you're more likely to integrate it permanently. As you proceed through the sections of the workshop, if you hear or think of an idea or concept that you want to use, write it down in the spaces provided.

✓ **Welcome and Introductions**

✓ **The Importance of Defining Agency Expectations and Standards**

✓ **What are Performance Standards?**

✓ **Developing Performance Standards**

✓ **Summary and Evaluations**

✓ **Miscellaneous**

