## 252034 Knowledge Questionnaire

1. Define performance management. (3) SO1 AC1
2. Define a performance standard. (3) SO1 AC1
3. Describe methods for formulating key result areas and performance standards. (11) EEK1
   1. Identify and list three types of systems for monitoring performance. (3) EEK2
4. Describe guidelines for giving constructive feedback. (7) EEK4

**TOTAL: 27**