Goals are focused on plans for learning and development to address an objective such as a career goal.

**SMART:**

* Are clear, specific accountabilities
* Enable you to track and document performance
* Help ensure that jobs are meaningful and manageable

**SMART Action Steps Criteria Defined:**

**S**pecific – it is the "what." For example:

* Increase patient satisfaction scores…
* Achieve grant funding greater than…
* Complete marketing plan…

**M**easurable – quantity, quality, and cost

* Quantity – how many? Or how much? For example, Reduce turnover by 8%
* Quality – how well is something performed? For example, number of defects, quality standards, etc.
* Costs – money spent, % over or under budget
* Timeliness – by when, how soon. For example, by the first day of the new quarter.

**A**ttainable – challenging, yet achievable

* Something within someone’s sphere of influence – not total control

**R**elevant – supports basis for job

* Expresses basic job responsibilities and outcomes
* Supports organizational goals

**T**ime Bound – a beginning and an end

* Results occur by certain date or deadline
* Results occur and are tracked in an ongoing manner – frequency must be stated

Formula for writing SMART performance objectives (action steps) that are clear, specific and measurable:

|  |  |  |  |
| --- | --- | --- | --- |
| Use an action verb | Make it measurable | Answer “by when” | Follow the SMART criteria |
| For example:   * Increase * Complete * Conduct * Attain * Achieve | For example:   * How much? * How many? * How much better? * How much faster? * Costs how much less? | For example:   * First quarter of 2020 * November 1 * By the end of fiscal year * By fifth day of each month | * Specific * Measurable * Attainable * Relevant * Time Bound |

**Step 1**: Make your career ***goal*** detailed & specific. What do you hope to accomplish by achieving this goal?

**Step 2**: What ***action steps*** need to be taken to reach the above goal? Consider answering these relevant questions below as you develop your action steps.

* Who should I talk to about my goal? Who can provide support during this process?
* What knowledge gaps do I currently have & how will I get the necessary new knowledge?
* What additional resources do I need & how will I obtain those resources?
* How will I find the time to work on this goal?
* Are there other limitations I will have to overcome to be successful?

|  |
| --- |
| Action steps to complete in the **next 90 days** |
|  |
|  |
|  |
| Action Steps to complete **between 90 days & 1 year** |
|  |
|  |
|  |
| Action Steps to complete **after 1 year** |
|  |
|  |
|  |

*Now that the necessary action steps have been defined use the following worksheets to provide the SMART details about each action step you have identified.*

**Step 3**: Use the following chart to list each action step you identified and complete the SMART process.

**Action Step**

**Specific**

**Measurable**

**Attainable**

**Relevant**

**Time Frame**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| List the action step or number from previous page | Who | What | When| Where| Why | How will I know when I have accomplished this step? | Can objectives about the action step be carried out? How? | How does this step help to meet the overall goal? | Date of expected completion & the dates for completion for milestones of this step |
| #\_\_\_ |  |  |  |  |  |
| #\_\_\_ |  |  |  |  |  |