**SMART Goals**

***A Guide for People Leaders and Teammates***

**What are SMART Goals?**

Criteria set as a roadmap to help plan and achieve goals.

**What are the SMART criteria?**

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| --- | --- | --- |
| **S** | **Specific** | A specific goal will clearly state **what** you want to accomplish, **why** it’s important, and **how** you intend to accomplish it. |
| **M** | **Measurable** | A measurable goal will include a plan with **targets** and **milestones** that you can use to make sure you’re moving in the right direction. Making a measurable goal also shows how your work contributed to the overall results and impact. |
| **A** | **Attainable** |  An attainable goal is challenging but **possible** to achieve.  |
| **R** | **Relevant** | A relevant goal will align with the mission, vision, and goals of the organization. A relevant goal is **a contributing part to an agency or division’s overall goal**. What role do you play in the change your leadership/management team is working to accomplish? |
| **T** | **Time-Bound** | A time-bound goal is limited by a defined period and includes a **specific timeline** for each step of the process. Setting **deadlines** on goals helps to ensure progress is being made. |

**How to decide the right scope for SMART Goals:**

The following are common types of goals:

* Increase something
* Make something
* Improve something
* Reduce something
* Save something
* Develop yourself or someone else!

**Where to start?**

1. Think about the focus of the agency or division and how you can contribute to the priorities within your position.
2. Develop a goal statements for each area of responsibility. To get the scope right, focus on the end results you are aiming for and then identify what you need to do to get to the end goal.
3. Goals should be broad enough to encompass the core outcomes for the areas you are responsible for, and specific and clear enough to measure your success.

**How to write your SMART goal**

**S – Specific:**

Be specific about what you want to accomplish. This is the mission statement for your goal. This isn’t a detailed list of how you’re going to meet a goal, instead it should include an answer to these prompts:

* Who needs to be involved to achieve the goal?
* What are you trying to accomplish? Get detailed here!
* Why is the goal important?
* How are you planning to achieve your goal?

**“*S” actions may include:***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Oversee | Update | Write | Coordinate | Upgrade | Support | Transition |
| Process | Supervise | Develop | Provide | Manage | Evaluate | Produce |
| Create | Maintain | Plan | Implement | Reconcile | Direct | Administer |

**M - Measurable:**

What metrics are you going to use to determine if you meet the goal? This makes a goal more

tangible because it provides a way to measure progress. If it’s a project that’s going to take a

few months to complete, set some milestones by including specific tasks to accomplish.

Milestones are a series of steps along the way that when added up, will result in the completion

of your main goal.

* There will be measurable criteria to show a goal has been achieved.
* There will be a direct (or indirect) indicator of what success for a particular goal will look like.
* Sometimes measurement can be difficult, so teammates and supervisors should work together to identify the most relevant and feasible data sources and collection methods for the goal.
* Data collection efforts needed to measure the goal can be included in that goal’s action plan.
* Measurement methods can be both quantitative (productivity results, money saved, or earned, etc.) or qualitative (customer satisfaction, surveys, etc.).

|  |  |
| --- | --- |
| **Data Types** | **Data Collection Methods** |
| Quality/accuracy ratesAmounts producedRevenue generatedProductivity ratesCustomer satisfaction | Automated reportsAudits, testsSurveysWork products, samplesOther documents |

**A –Attainable:**

This focuses on what you can do to make a goal attainable, which may require developing new skills. The goal should inspire motivation, not discouragement. Think about the following:

* How to accomplish the goal;
* If you have the tools/skills needed;
* What it would take to attain the goal;
* What milestones can be built into the goal to ensure steady progress is made.

**R – Relevant:**

Relevance refers to focusing on something that aligns with the organizational goals. For

example, if the goal is to launch a new program or service, it should be something that’s in alignment with the overall agency/department objectives. Your team may be able to launch a new program, but if your division is not prioritizing launching that type of new programs, then the goal wouldn’t be relevant.

**T – Time Bound:**

Anyone can set goals, but if it lacks realistic timing, chances are you’re not going to succeed. Providing a target date for deliverables is imperative. Ask specific questions about the goal deadline and what can be accomplished within that time period. If the goal will take three months to complete, it’s useful to define what should be achieved half-way through the process. Providing time constraints also creates a sense of urgency.

LAST UPDATED: SEPTEMBER 2021

**SMART GOAL WORKSHEET**

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| --- |
| **Agency/Division Overarching Priority:**       |
| **Initial Goal idea:**       |
| **Specific** *(what impact are you looking to achieve and how do you plan to do that?)***:**       |
| **Measurable** *(how will you measure your progress and success? What is a 1, 2, 3, 4, and 5?)***:**       |
| **Attainable** *(have you set challenging, yet reasonable, objectives for yourself to meet? Explain.)***:**       |
| **Relevant** *(how does this contribute to the agency/division goal above?)***:**       |
| **Time-Bound** *(what is your deadline for initiating your actions and seeing the results?)***:**       |
| **SMART Goal** *(Review what you have written above and craft a goal statement based on what the answers to the questions have revealed):*      **1 –**      **2 –**      **3 –**      **4 –**      **5 –**       |

LAST UPDATED: SEPTEMBER 2021