

## Goal Setting Tips

**S**pecific **M**easurable **A**ttainable **R**ellevant **T**ime-bound

SMART goals clarify expectations between employees and managers, helping to ensure more accurate and agreed upon performance appraisals.

SMART performance goals answer the question:

***“What needs to be done, When, Why (what does it demonstrate), and to What Standard?”***

**Specific** goals:

- Define specific results
- Provide concrete details on what is to be achieved

**Measurable** goals:

- Define how success will be measured
  - Quantity – a numerical increase or decrease
  - Quality – how well the result meets the criteria set in a goal
  - Cycle time – time from request to completion; processing time
  - Efficiency – resources (time, budget, people) applied to achieve the result
  - Behavior – an observable change in an employee’s actions

**Attainable** goals:

- Are challenging and go beyond day-to-day duties
- Are achievable with the resources available

**Relevant** goals:

- State the results to be achieved rather than the activity or work processes leading to those results
- Are focused on what is to be accomplished in a broader context

**Time-bound** goals:

- Establish a time frame in which to achieve the goal
- Are committed to a deadline which helps focus efforts on completion of the goal on or before the due date.