Writing SMART Goals

Employee Goals

The Employee Goals include: **Previous Year's Goals** – these goals, these will pre-populate the form starting next year but for this year you will have to type them in the online form. **Next Year's Goals –** the goals being set that align with department and organizational missions and goals. These goals are drafted by the employee and then the supervisor discusses the draft with the employee for alignment. **Professional Development Goals –** focus on personal efforts designed to reach career goals. These goals are drafted by the employee and then the supervisor discusses the draft with the employee for alignment.

Writing SMART Goals

Use the SMART technique to help you define meaningful goals.

Specific

Goals should have their expected outcome stated as simply, concisely and explicitly as possible. Answer the questions: Who? What? When? Why?

Measurable

Goal has an outcome that can be easily measured

Achievable

Goal has an outcome that is challenging, yet realistic given current situation, resources and time available.

Relevant

Goal aligns with organizational, department, or unit goals. Helps work toward the "bigger picture"

Timely

Goal statement specifies a realistic timeframe for meeting the goal.

SMART Goal Examples

- "I pleasantly greet customers and ask them how I may help them. I then take care of their needs promptly, asking if there is anything else they need, and thank them."

- "I increased my customer call rate by 10% over last year with the same level of customer satisfaction."

- "I finish my work on time, and make sure it is accurate and contains no errors."

- "I am relied upon for my technical expertise when sought out for advice.