

# TEAM DISCUSSION GUIDE

## SMART GOAL SETTING



### Orient Your Team

Use these points to quickly set the context for the conversation.

- Welcome! Today we are going to take the next 15 minutes to talk about **Goal Setting** using the SMART goal acronym.
- Together we will review the session handout (page 2) and I'll ask some questions to get the conversation started.
- This is an opportunity to build a common understanding for how to create a SMART Goal.
- Let's begin by taking a closer look at the session handout. (distribute handout found on page 2)



### Make the Connection

Use these points to help identify and connect the importance of this topic to your team and reinforce the goal of the session.

- This topic is important to our team, because your organizational goal(s) are directly connected to M Health Fairview's strategic priorities and are reflected in your performance review.
- In addition to the organizational goal(s), a SMART individual development goal can help keep you focused and on track to reaching your professional goals.



### Ignite the Conversation

Use the questions and key points to start an authentic dialogue with your team.

#### Questions to Start the Conversation:

#### Key Points to Reinforce:

|    |  |  |   |
|----|--|--|---|
| 1. | Ask your team to each read a letter and its definition from the bolded SMART definitions on their handout.   |  | <ul style="list-style-type: none"> <li>• Reinforce: When we use the SMART acronym to create our goals, we ensure we have a meaningful goal that can be measured.</li> </ul>                   |
| 2. | <p>Ask the group to review the SMART Goal example in the handout and have someone read it aloud.</p> <p><b>What is an example that comes to mind for a SMART Goal for our team?</b></p> <p>As a leader, you could share a SMART goal you have created. This would also be a good time to reinforce what you have heard from your team.</p> |  | <ul style="list-style-type: none"> <li>• Reinforce: Goals will be used throughout the organization this year. We will be using the SMART Goal guidelines in <i>Talent Connect</i>.</li> </ul> |



### Apply and Practice

For our next team meeting, let's each bring an example of a potential Individual Development Goal that follows the SMART Goal guidelines. Use the handout to guide your development goal creation.

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| <b>Goal:</b><br><i>Example: Reduce the number of customer complaints for “X” department by 5% by the end of 2019.</i>   |  |
|---|--|
| <b>Description</b>  | <b>Goal Details</b>  |
| <b>Specific</b> <ul style="list-style-type: none"><li>• Has a precise/specific outcome</li><li>• Is concrete, detailed, focused, and well-defined</li></ul>                                       | <i>Example: Reduce the number of customer complaints by 5%</i>   |
| <b>Measurable</b> <ul style="list-style-type: none"><li>• Identifies how you know the goal is achieved</li><li>• Records progress</li></ul>   | <i>Example: We will begin by gathering a baseline data point from customer service surveys. We will gather data from these surveys on a monthly basis.</i> |
| <b>Attainable</b> <ul style="list-style-type: none"><li>• There’s a high likelihood of success</li></ul>  | <i>Example: Yes, this can be achieved if we are focused on providing an excellent customer experience as a team.</i>                                       |
| <b>Relevant</b> <ul style="list-style-type: none"><li>• Is needed to ensure the change is successful</li><li>• Will move the change forward</li><li>• Will provide clarity to the staff</li></ul> | <i>Example: Customer satisfaction is a key goal for our organization and our department.</i>   |
| <b>Time Bound</b> <ul style="list-style-type: none"><li>• Has a clearly defined start and finish date</li><li>• The time frame is measurable, realistic, and specific.</li></ul>                  | <i>Example: Yes, there is a clearly defined start and end date.</i>  |

### **Other examples of SMART Goals:**

- *Improve consistency in the use of AIDET with all patients and family members over the next 6 months*
- *Identify and implement 2 process improvement projects that reduce department supply costs by 5% in 2019*
- *Improve public speaking by attending a development class and leading a presentation by the end of the year*