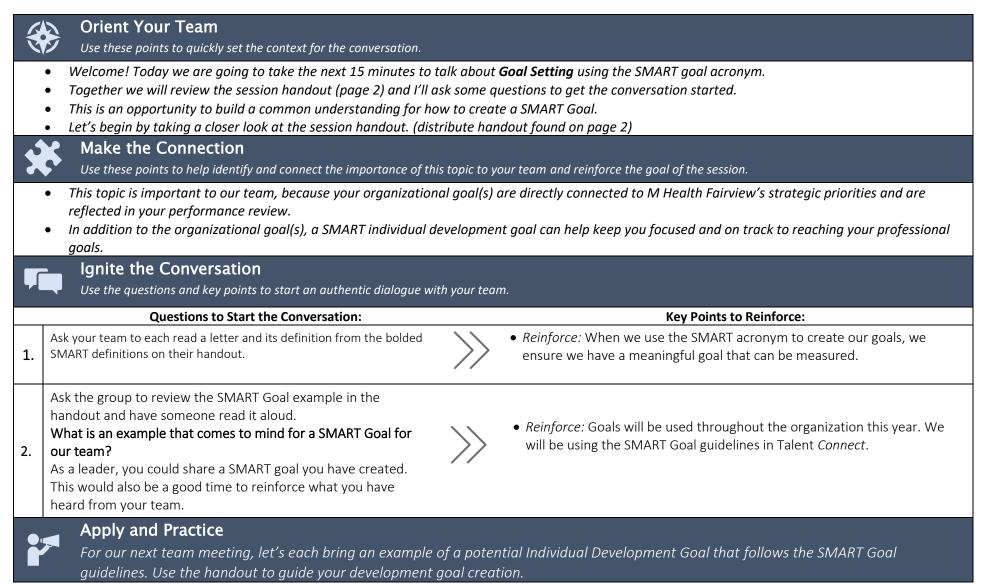
TEAM DISCUSSION GUIDE

SMART GOAL SETTING



ORGANIZATIONAL DEVELOPMENT & LEARNING

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SMART GOAL SETTING

Goal:

Example: Reduce the number of customer complaints for "X" department by 5% by the end of 2019.

Description	Goal Details
 Specific Has a precise/specific outcome Is concrete, detailed, focused, and well-defined 	Example: Reduce the number of customer complaints by 5%
 Measurable Identifies how you know the goal is achieved Records progress 	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.
 Attainable There's a high likelihood of success 	Example: Yes, this can be achieved if we are focused on providing an excellent customer experience as a team.
 Relevant Is needed to ensure the change is successful Will move the change forward Will provide clarity to the staff 	Example: Customer satisfaction is a key goal for our organization and our department.
 Time Bound Has a clearly defined start and finish date The time frame is measurable, realistic, and specific. 	Example: Yes, there is a clearly defined start and end date.

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

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