

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.



- *Reinforce:* When we use the SMART acronym to create our goals, we ensure we have a meaningful goal that can be measured.

2.

Ask the group to review the SMART Goal example in the handout and have someone read it aloud.
What is an example that comes to mind for a SMART Goal for our team?
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.



- *Reinforce:* Goals will be used throughout the organization this year. We will be using the SMART Goal guidelines in *Talent Connect*.



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