

Set Smart Goals

- Setting specific goals increases the chance that they will be achieved
- Keep track of your performance so that you can tell whether you are on the right path
- Set goals that you have control over
- Be realistic, and set only goals that you can actually meet
- Set a time frame for reaching your goals

Specific Measurable Achievable Realistic Timely

S M A R T

G O A L S

Here's an example:

Goal: I will increase the team's productivity, specifically the number of closed service tickets, by 20% until September 1st, 2023.

Actions:

- I will achieve this goal by reviewing the team's results daily between 10am - 11am
- I will address every performance issue within 24 hours of discovering it
- I will schedule 2 coaching sessions/employee per month
- I will implement the new Incentive plan and offer rewards to the week's top performers every Friday at 5pm



S - 20% increase in the number of closed service tickets

M - 20%

A - I have the skills and bandwidth to implement the actions that will lead to achieving the goal

R - as per the existing performance data, the 20% increase goal can be achieved

T - September 1st, 2023