

SAMPLE PERFORMANCE GOALS

All goals are SMART: Specific, Measurable, Attainable, Relevant, Time-oriented

Performance Goals: Performance Goals describe important job responsibilities and the key performance outcomes the employee is attempting to achieve.

I want to achieve:	By Doing:	Measurement/Results:
I will operate equipment safely & efficiently to adequately perform job duties.	Taking an SPC forklift certification class.	Become forklift certified by June 2020.
Prepare budget reconciliation reports with an analyses of trends and variances.	Completing an advanced Excel training course.	Completing the course by January 20XX and keeping expenditures within budgeted limits.
Design and pilot a new outreach strategy.	Utilize social media to increase usage of our programs.	A 25% increase in program utilization by January 20XX.
Implementation of a customer service plan.	Develop and implement a customer service plan that results in clear expectations for customer service.	By March 20XX, department staff will report they are clear about expectations for customer service and have the skills and support to perform at that level.
Reduce call center wait time.	Provide direction support, and oversight to call center to reduce wait time.	By January 20XX, 95% of calls will be answered within 1 minute and less than 2% of calls result in complaints.
Resolve student complaints through collaborative process.	Provide dispute resolution mechanisms and collaborative and consensus-building processes to assess, manage, and resolve conflict.	Resolve 90% of complaints through a collaborative process without need for formal mediation on an ongoing basis.
Workplace safety.	Demonstrate safe work habits by following proper protocols and procedure.	100% adherence to protocol and procedure from September 20XX through June 20XX.
Respond to service requests in a timely manner.	Respond to all service requests within 24 hours; if service request cannot be resolved within 4 hours; update customer via phone or email every 1-2 business days.	100% adherence to service request timeline procedure from September 20XX through June 20XX.

SAMPLE PROFESSIONAL DEVELOPMENT GOALS

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Professional Development Goals: Professional development goals describe activities and efforts the employee will do to enhance their knowledge, skills, and abilities to perform their job functions.

I want to achieve:	By Doing:	Measurement/Results:
Improve my ability to give constructive, positive feedback.	Attend training session on how to give and receive effective feedback to team members	By November 20XX, I will complete the training course and set a schedule for providing regular feedback for my team.
Learn procedures across all units of the office assistant team.	Develop and participate in cross-training for the office assistant team.	By January 20XX, when a member of the office assistant team is absent, all critical functions will be adequately covered.
Have my direct reports report they feel more satisfied with their work and able to perform at a higher level.	Develop and practicing coaching skills, then achieve a 30/70 split between coaching and doing by January 20XX.	Productivity of direct reports will increase by 20% by June 20XX.
Increase my communication and team building skills to prepare for greater management responsibilities.	Chair the planning team for my professional association's annual conference.	Have the annual conference planning satisfactorily completed by September 20XX.
Gain upward feedback to establish what can be improved in my role as a supervisor.	Gather my team's perspective on how my behaviors and practices are impacting those around me and research applicable behavioral and/or management training to improve my skills.	By the end of the calendar year, I will have met with all team members to get their feedback and will create a plan for improvement moving forward.
Improve my public speaking skills.	Join the local chapter of Toastmasters.	By January of 20XX I will feel confident in my ability to communicate in front of a group of people and will volunteer to lead campus tours for prospective students.
Improve retention rates in my department.	Complete a management training course on creating a supportive work environments and implement best practices.	Reduce employee turnover by 50% in 20XX.
Properly maintain carpeted and hard surface floors.	Shadow my supervisor on proper maintenance procedures and sign up for classes pertaining to floor maintenance.	Improve supervisor feedback on floor areas within 30 days.