**SMART Goal Template**

A SMART goal meets the criteria of the terms of the acronym SMART: Specific, Measurable, Attainable, and Relevant.

|  |  |  |
| --- | --- | --- |
| **Acronym** | **Description** | **Developing SMART Goals** |
| **S** | **Specific** | Goals are clear, detailed and unambiguous. A specific goal will usually answer the five "W" questions:   * What: What do I want to accomplish? * Why: Specific reasons, purpose or benefits of accomplishing the goal. * Who: Who is involved? * Where: Identify a location. * Which: Identify requirements and constraints. |
| **M** | **Measureable** | This term stresses the need for concrete criteria for measuring progress toward the attainment of the goal. If a goal is not measurable, it is not possible to know whether progress toward successful completion is being made.  A measurable goal will usually answer questions such as:  • How much?  • How many?  • How will I know when it is accomplished? |
| **A** | **Attainable** | This term stresses the importance of goals that are realistic and attainable. While an attainable goal may stretch the goal-setter in order to achieve it, the goal is not extreme. An attainable goal may cause goal-setters to identify previously overlooked opportunities to bring themselves closer to the achievement of their goals.  An attainable goal will usually answer the question:   * How: How can the goal be accomplished? |
| **R** | **Relevant** | A relevant goal must represent an objective that the goal-setter is willing and able to work towards.  A relevant goal will usually answer the question:   * Does this seem worthwhile? |
| **T** | **Time Bound** | The fifth term stresses the importance of giving goals a target date. A commitment to a deadline helps focus efforts on completion of the goal on or before the due date. Timeliness is intended to prevent goals from being overtaken by the day-to-day crises that invariably arise in an organization.  A timely goal will usually answer the question:   * When? * What can I do 6 months from now? * What can I do 6 weeks from now? * What can I do today? |
| **R** | **Reevaluate**  **Reward** | As goals are being developed and phases of different goals are being accomplished, reevaluate each goal to make sure they are still relevant and attainable. Once goals have been accomplished, celebrate in their accomplishment and start developing new SMART goals. |

**Writing SMART Goals -- Template**

The following template will help in the writing of a SMART Goal:

(I or accountable party) will (action word/s) (object of the goal) by (time) for the purpose of (relevance/results).

**Examples of a SMART Goal Using the Template Format**

I will complete two Skillsoft courses on Communication by February 1, 2013, in order to develop my skills for my conference presentation in March, 2013.

My department will submit a FY2014 projected budget outlining the needs of the department by March 31, 2013, in order to have it approved by June 31, 2013.

My team will develop a new process to decrease customer service dissatisfaction and increase customer satisfaction by October 31 in order to support the department’s mission of great customer service.

The department will implement the new customer service process to decrease dissatisfaction by November 15, 2013 to quickly address the need for increased customer satisfaction.

The department will increase customer satisfaction by 10% by January 31, 2013, to meet the department requirements and exceed the national standard.