



Using SMART Goals in Staff Work Plans

How you write a work plan goal directly impacts your ability to measure the goal's successful completion. There is a process you can follow to make the work plan goals you write understandable and objectively measurable.

The process is explained by the acronym **SMART** – **S**pecific, **M**easurable, **A**ttainable, **R**ealistic and **T**ime-bound.

<u>S</u> pecific	<ul style="list-style-type: none"> • Write down the expected action and / or result • Use action verbs • Confirm the staff member understands the terms used, especially if they are new
<u>M</u> easurable	<ul style="list-style-type: none"> • Give the expected criteria – i.e., a certain task to be completed or numerical target to be met • Provide how the criteria will be measured
<u>A</u> ttainable	<ul style="list-style-type: none"> • The action and / or result needs to be within the staff member's ability to achieve – don't assign criteria measurements which the staff member doesn't directly control, or tasks which are beyond their abilities (unless you are going to train them how to achieve the assigned task)
<u>R</u> ealistic	<ul style="list-style-type: none"> • Don't assign more than a staff member can complete in their available or allotted time • Discuss the work plan item with your staff member to confirm the amount of time needed to complete the work plan task to make sure expectations are same or similar for both of you



<u>T</u> ime-bound	<ul style="list-style-type: none">• Set an expected completion date, or• Set expected check points if the task is on-going• Time measurements are important because they promote efficiency in completing work plan tasks
--------------------	---

Getting the work plan tasks down on paper is probably the hardest part of drafting a work plan. Editing is much quicker. Don't worry so much about following the SMART process when you write down your original tasks. Take the time when you edit the tasks to then rephrase them to meet the SMART process.

A way to enhance the work plan task process is to actively engage your staff member in writing the initial task list and then helping you turn the list into the final work plan by applying the SMART process. This is great for staff member engagement and ownership of the plan. It also helps more seasoned staff members apply their expertise in your field to the work plan's creation. Last, but not least, it allows you to begin training staff who are interested in eventually managing others on how to create work plans someday for their staff.

For more quick tips to help you with maintaining Ohio's roadway system, please visit the Route of Navigation (RON) resource page at the following link: [Route of Navigation \(RON\) Series | Ohio Department of Transportation](#).

Notes
