

## QUICK TIPS – *S.M.A.R.T. Goals*

When setting a performance objective, assigning a task or chartering a project, it is vital that the Manager clearly articulates the goals and expectations. The best way to accomplish this is by developing **S.M.A.R.T. Goals**.

**S.M.A.R.T. Goals** are:

- ◆ **Specific**
- ◆ **Measurable**
- ◆ **Achievable**
- ◆ **Relevant**
- ◆ **Time-Bound**

This can be understood as follows:

### **Specific**

The desired outcome is described with precision and clarity – no ambiguity.

### **Measurable**

Appropriate metrics and standards have been developed and discussed.

### **Achievable**

The assignment has a reasonable expectation of being successful.

### **Relevant**

There is a direct and explicit connection from the organization to the assignment to the employee.

### **Time-Bound**

The *Due Date* and any related milestones have been identified.

The Manager always should ensure that the goals are understood properly. In order to ascertain such confirmation, ask the employee to express in his or her own words the understanding of each of the **S.M.A.R.T. Goal's** elements.

This approach will help create the pre-requisite conditions for accountability and performance enhancement. It is a tool worth practising.

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