

## **Diagnosing a Weak SMART Goal and Making It Smarter**

### **Exercise**

#### **Instructions:**

Each table will be assigned one of the four goals below. Participants will work together to:

- Identify what element(s) of the SMART formula are missing or are weak as written
- Rewrite the goal to make it smarter

#### **Goals:**

- 1. Redesign the department's website by the end of the fiscal year.**
- 2. Reduce the department's use of overtime by 10%.**
- 3. On an ongoing basis, respond to customer emails within two business days.**
- 4. Take 20 hours of training this year.**

