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SMART GOALS – from manual page 10

The next task is to identify actions to be taken which will deliver the desired KPI results. The concept of Goal Setting is often referred to by the acronym **SMART**:

Specific

Measurable

Achievable (or **A**greed)

Results Orientated (or **R**ealistic)

Time Specific

You may be able to remember it better using this saying; **‘Specific Measurements Achieve Results On Time’**. One of the most common reasons for us failing to hit targets is that we overlook or ignore one of these 5 aspects.

Exercise

Below is an example of an action plan to increase a manager’s ability to delegate more effectively. The major development area is broken down into manageable ‘Action steps’ and, once the key people have been identified, a time frame established for completion of each one. Write down an action plan for each of the development areas identified in section 3 on page 9, *‘Identifying your ‘Time Wasters’*’.

Development area	Breakdown of Action steps needed for each development area	Key people	Time frame for completion - start/finish
Delegate more. My lack of delegation prevents me from planning team strategies.	<ol style="list-style-type: none"> 1. Identify which tasks I can delegate 2. Assess which member of staff could complete tasks 3. Hold meeting emphasising timings and checkpoints 4. Resist the temptation to take over 	Staff	1 st Nov 5 th Nov 8 th Nov Ongoing