GOAL SETTING CHALLENGE: ORGANIZATIONS

THIS GROUP ACTIVITY MEASURES PARTICIPANTS' ABILITY TO DIFFERENTIATE GOALS FROM STRATEGIES, WRITE SMART GOAL STATEMENTS, AND CONSIDER THE IMPACT OF ALIGNMENT.

Goal vs. Strategy

In each space provided, indicate whether the following is a goal or a strategy. Compare answers as a table and discuss any variations in responses.

_____Conduct employee evaluations on time

_____Achieve associate productivity of 90% or better

_____Implement new auto-call system

_____Achieve customer satisfaction of 4.50

_____Reduce work order turn-around from 4 days to 2 days or less

_____Complete expansion project on time

_____ Round on 100% of direct reports every month

SMART Goals

In the space below, write the provided goal statement in SMART goal format.
(S=Specific; M=Measurable; A=Attainable; R=Relevant; T=Time-bound)

Original Goal Statement	SMART Goal Statement
Increase 340B revenue	
Decrease critical incidents rate	
Increase cash collections	

True or False

Indicate whether each below statement is true (T) or false (F).

T or F	
	The target in a goal statement should be determined using current and relevant data.
	If I am underperforming on a goal, I should turn away and ignore it instead of placing more weight on it.
	The best example of alignment is when a few key players are moving a large priority in the same direction.

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ANSWER KEY: GOAL SETTING CHALLENGE: ORGANIZATIONS

Goal vs. Strategy

In each space provided, indicate whether the following is a goal or a strategy. Compare answers as a table and discuss any variations in responses.

____Strategy_____ Conduct employee evaluations on time
_____Goal_____ Achieve associate productivity of 90% or better
____Strategy_____ Implement new auto-call system
_____Goal_____ Achieve customer satisfaction of 4.50
_____Goal_____ Reduce work order turn-around from 4 days to 2 days or less
____Strategy_____ Complete expansion project on time
____Strategy_____ Round on 100% of direct reports every month

SMART Goals

In the space below, write the provided goal statement in SMART goal format.

Original Goal Statement:	**SMART Goal Statement:**
Increase 340B revenue	Increase 340B revenue from X to Y as measured by XX data.
Decrease critical incidents rate	Decrease critical incidents rate from X to Y as measured by quality report.
Increase cash collections	Increase cash collections from X to Y as measured by collections report.

True or False

Indicate whether each below statement is true (T) or false (F).

T or F	
True	The target in a goal statement should be determined using current and relevant data.
False	If I am underperforming on a goal, I should turn away and ignore it instead of placing more weight on it.
True	The best example of alignment is when a few key players are moving a large priority in the same direction.

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