Continuous performance improvement – Setting team goals

Having established a clear vision for your team, taken a baseline measurement for your key performance areas, identified a number of improvement opportunities and agreed on a detailed action plan, you and your team are now in a position to set new goals for each of your identified performance areas over the next survey period (usually a month).

Developing goals is critical to managing the performance of your team. Using the S.M.A.R.T goal method is an effective tool for creating realistic and achievable goals.

S	Smart	Your goal should be as specific as possible. Who, What, Where, Why.
M	Measurable	Can you track the progress and measure the outcome?
A	Attainable	Goals should push you, but it is important that they are achievable.
R	Relevant	How does the goal tie in with your team vision?
T	Timely	A timeframe helps you be accountable and helps with motivation.

Objectives

Once the team has developed a detailed action plan by identifying who is doing what by when, you can then begin the process of setting and agreeing upon the new goals for each of the performance areas.

The objective of the goal setting process is to determine a performance measure, based upon a number of agreed actions being completed within an agreed time frame.

Methodology
Step 1: Predicting the feeling
It's time for the team to set some new goals for each of the performance areas for the next period. Have the team think about what score they would rate each performance area if all the agreed actions were implemented in the agreed timeframes. For example; if the performance area was Staff Engagement and the question was about how the staff felt about coming to work on a scale of 1 – 10, then you ask each team member to forecast how they would feel about coming to work next month if all the actions had been implemented within the agreed timeframes. Note the response from each team member.
Step 2: Setting the goal
Identify the average of all the scores provided by the team members and ask the team members to agree that this score (measure) is the new goal for this performance area. Restate the new goal and record it on the team scoreboard.

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