

Goal Setting Examples

The following serve as examples to help you develop your goals. Goals should be specific with clear objectives and results that can be measured. You should also define the process for each goal that outlines how you plan to achieve them. Outlining your process will provide you with short objectives to help with motivation, and will also help you determine how realistic your goals are.

Example Goals:

To grow in my career, I need to improve my PowerPoint skills to reduce my work time by 25%, and will take online classes and review tutorials.

Provide high-quality customer service resulting in a 90% customer satisfaction rating from external customers on accuracy, timeliness, and courtesy measures on an ongoing basis.

Regularly reconcile the department financial reports by the 15th of every month with no increase in reconciliation errors.

On an ongoing basis, accurately process and dispatch 95% of high-priority calls.

Resolve 90% of complaints through a collaborative process without the need for formal mediation on an ongoing basis.

Coach and support my direct reports resulting in the attainment of 85% of all performance plan goals and feedback from direct reports that I provided them with clear expectations, meaningful feedback, and fair performance evaluations by the end of the fiscal year.

By *[specific date]*, develop and implement a customer service plan that results in department staff reporting that they are clear about expectations for excellent customer service and have the skills and support to perform at that level, resulting in customers reporting that they receive excellent customer service.

By *[specific date]*, develop and apply upgraded computer skills that enable me to produce budget reconciliation reports each month promptly and accurately.

Develop and practice my coaching skills so that my direct reports report that they feel more satisfied with their work and able to perform at a higher level.

Complete coursework and attain a credential to enhance my skills as an effective leader as measured by feedback from my supervisor and the accomplishment of my performance plan goals.