

The Diagnostic Model

ST SMART Goal: Determine the short-term goal to address your challenge

LT SMART Goal: Determine the long-term goal to address your challenge

List your symptoms: List your symptoms.

S1:

S2:

S3:

List your problems: Each of the problems must address a symptoms. One problem can address multiple symptoms.

P1: Can address S1 and S2

P2: S3

Action Plan: Determine the actions plan and individuals needed to assist with the plan

Example

WHY, WHY, WHY???

The Diagnostic Model

ST SMART Goal: Reduce turnover by 20% year 1

I want to lose weight and gain more strength in my back

LT SMART Goal: Reduce turnover by 50% end of year 2 and continuous improvements until we achieve <20% yoy

List your symptoms:

- S1: challenge to recruit talent to our locations
- S2: people leave for more money
- S3: candidates don't seem to know who we are
- S4: managers can't seem to, ummmmmm, manage
- S5: low employee engagement scores

- My back hurts
- I can't bend over
- When I sneeze it locks up
- I'm unable to sleep

List your problems:

- P1: HR decentralization and inconsistencies (S2, S4, S5)
- P2: Lack of external awareness (S1, S3)

Blown discs at L4/L5

Action Plan:

- P1: HR strategy review and COE recommendations
- P2: TA/Marketing Comms Plan

- Surgery
- Steroid Injections
- Ice and Advil