*2nd Meeting*

*Setting Goals and Expectations*

**Creating SMART Goals**

Ask these questions in order:

1. Who?

2. Will do what?

3. by when?

4. How will we follow up to ensure success?

**Define SMART Goals**

**S**pecific

**M**easurable

**A**ttainable

**R**ealistic

**T**ime-based

**Tips for Writing SMART Goals**

* Consider the career/life goals you want to achieve or problems you want to solve before entering the mentorship.
* Start each goal with an action verb (for examples, Increase, Complete, or Attain)
* Avoid writing “all or nothing” goals.
  + For example, “Train everyone in the department on the new software system by the end of the third quarter” is a goal that’s either met or it’s not. Instead, provide flexibility to make the goal more attainable, such as a range: “Train 95–100 percent of the department . . .”
* Don’t mistake tasks or activities for performance goals.
  + For example, “Polling service representatives to find out if they are seeing certain trends in product usage” is an activity that may be one of many tasks to be completed to achieve a performance goal.
* Make sure each goal is observable. The results of your efforts need to be evident to you and others who will provide feedback on performance.
* Limit the number of goals to between one and three for each major output of the job to make the overall performance plan realistic. You always can add or modify as needed.

***Agree to Goals and Development Plan***