Setting goals allows employees and managers to work collaboratively to establish clear expectations and improve performance. It creates context and structure for ongoing dialogue about work performance, achievements, and areas of concern.

GOALS AS PART OF THE ANNUAL REVIEW

Goals should be discussed at the beginning of the Annual Performance Management Review period. Managers and employees should use the review process and conversation to address or update the prior year’s goals, develop new goals, and discuss available opportunities for professional development.

DEVELOPING GOALS

Goals should be tied to the Employee’s performance competencies, job description, and professional development interests. They should be specific, measurable, attainable, relevant, time-bound (SMART), and connect to the Department or University’s goals and mission. Job descriptions can be obtained by contacting your HR Client Services Partner.

Goals can and should be updated or adjusted at any time in GMS to: Not Started, No Longer Applicable, Partially Complete, or Successfully Completed. Additional information on Managing Goals in GMS.
WRITING GOALS USING THE SMART MODEL

SPECIFIC
What will be done? How? Why? And by whom?

MEASURABLE
Quantify the goal. How often? How many?

ATTAINABLE
Can it be done? Why or why not? Are there potential obstacles?

RELEVANT
How does this goal fit into the organization’s larger goals and the employee’s responsibilities?

TIME-BOUND
When should the goal be accomplished?

SMART GOALS EXAMPLE

Jane Hoya is the Program Coordinator in the Research Center for Political Studies (fictional). She is responsible for coordinating all vendor bookings and communications for the Center’s receptions, lectures, and roundtables. When her role shifted to hybrid, she became responsible for managing these events in a virtual capacity as well as overseeing the Center’s weekly newsletter and any email outreach to students and faculty.

Jane’s Goal
Communicate announcements regularly with members of the community.

SMART Goal
Produce and issue weekly newsletters to all students, staff, and faculty every Monday via email, and update the News section of the website every Friday.

ADDITIONAL RESOURCES

The Department of Human Resources is here to support you throughout the performance review process and beyond. Tools and training opportunities will be available to Managers and Employees at the start of the self-evaluation period. Client Services Partners are available for additional questions and guidance.

hr.georgetown.edu/clientservices
Connect with your designated Client Services Partner (CSP).