

Developing SMART Performance Standards & Expectations

Standards - How well (quality, quantity, timeliness, etc.) is the employee expected to perform the job?

Expectations - What competencies and attributes will the employee be expected to demonstrate?

SMART Criteria

- **Specific** – are concrete and job-related
- **Measurable** – can be monitored/assessed to determine whether they have been met
- **Action-oriented** – describe actions that can be taken or behaviors that can be demonstrated
- **Reachable** – are realistic and achievable (should be challenging but not frustrating)
- **Time-bounded** – specify deadlines and/or timeframes for completion/achievement

Developing SMART Goals

Goals – What are the ends toward which efforts will be directed to meet organizational needs?

SMART Criteria

- **Specific** - clearly define a single outcome or result
- **Measurable** - identify criteria for successful achievement
- **Ambitious** - are challenging and inspiring
- **Reachable** - are feasible given the employee's competencies and the organization's resources
- **Time-bounded** - specify a deadline for achievement