



## Individual and Professional Goal Examples

### Customer Service:

- Reduce the customer response times from the Customer Service Team from 48 hours to 24 hours, by completing process improvement activities, within this fiscal year.
- Reserve time on my calendar to respond to emails and voicemails every day to increase my customer engagement.
- Handle all requests within 24 hours, including returning phone calls and responding to emails.
- Answer all phone calls within the first 3 rings.
- Perform my work to ensure there are no more than x [customer complaints, missed work assignments] each week.

### Skilled Labor:

- Complete x (tasks) each (day, month, quarter).
- Achieve 99% attendance rate.
- Follow all safety protocol, zero incidents/accidents, and report all near-misses.
- Maintain an appropriate personal appearance, wearing appropriate, and clean uniform.
- Provide helpful feedback and suggestions for improvement to my supervisor on the new (system, product, process) we will be implementing.
- Maintain a positive attitude with my teammates about the new (system, product, process) we will be implementing.
- Keep my assigned work vehicle clean. Perform required pre-check inspections on my vehicle each day.
- Complete x tasks (routes, inspections) each (day, month, quarter).

### Process Improvement:

- Learn effective productivity tools to reduce work from 10-hour days to 8, without compromising productivity, by the end of September.
- Delegate work and tasks more effectively to free up 2 hours a day to work on my own self development, within one month.
- Create a Standard Operating Procedure for assigned task.

### Community-based:

- Develop a marketing campaign to target SLC residents, businesses, and city employees to educate on programs available to reduce the community's environmental impact.
- Develop and implement a community-based program to allow an opportunity for citizens to observe and understand the role of an emergency responder.

### Supervisors and Managers:

- Coach and support my direct reports, resulting in attainment of 85% of all performance plan goals and feedback, and provide detailed, fair, meaningful and accurate feedback.
- Increase the number of suggestions provided by employees to improve work processes.
- Ensure that work is balanced for my team.



- Every 2-4 weeks, through in-person meetings or emails, share key safety, training and information about challenges facing our work group with my team.
- All employees within the XX department should be fully trained in using our new XX software by January 2019.
- Create and implement a process improvement initiative that will free up 20% of my staff's time.
- Learn more about the new office communication tool before implementing it next quarter.

#### **Professional Development:**

- Gain a more in-depth perspective of how departments are run by taking a couple of days to work with or shadow each department over the next two quarters.
- Attend training session on how to effectively give and receive effective, motivational feedback to team members.
- Find a mentor to help me develop the required skills for promotion, by the end of the first quarter.
- Improve presentation skills by enlisting help from a capable co-worker or contact, to make things more engaging for the team.
- Present at a minimum of two seminars per quarter to improve confidence and presenting skills.
- Work with my supervisor to enroll and take a class through the City's online course offering to improve my computer skills (Excel, Microsoft Word).
- Complete leadership training course before the end of the quarter.
- Expand my network by taking the opportunity to introduce myself to others at work or in business meetings.
- Cross train with a peer.
- Enroll and attend formal courses, trainings, and workshops to expand my professional knowledge.
- Obtain a position in the City that will fully utilize my strong organizational skills, educational background and ability to work well with people.
- Learn a new computer program such as Microsoft Word, PowerPoint or Excel to help widen my career field and enhance my current job.
- Learn how to understand, interpret, and use "the numbers" to know where improvements can be made.
- Obtain cross-functional knowledge and perspective of other employee work assignments or aspects in my workgroup.
- Learn to pay attention and demonstrate to others that I value what they have to say. Use active listening, open-ended questions, body language, and eliminate distractions that get in the way of my ability to listen.
- Improve my ability to see the big picture and take a longer range, broader business perspective. Learn to step back from the day-to-day tactical details of my business and focus on the "why", not just the "what" and "how".
- Improve my ability to "command a room" and communicate in an authentic way that inspires others.
- Get a handle on where I'm wasting time and shift my focus to more value-added activities. Learn ways to work more efficiently and prioritize.