



Goal



Reality



Options



Will

## GOAL

Start with the end in mind  
 What do you / Reportee/ Centre want to achieve?  
 Use SMART to define the objective  
 This sets the scene for a targeted & aligned conversation

## REALITY

What is the **current situation** in relation to the performance goal?  
 What works well already?  
 What are the challenges at individual / centre / divisional level?  
 What has been tried before and what was the outcome?  
 Challenge assumptions and limiting beliefs

## OPTIONS

Ask open questions  
 Probe & clarify where required  
 Suggest or guide  
 Share toolbox packs if appropriate

## WILL

Chose the course of action  
 Agree the next steps to be taken  
 Test commitment  
 Capture SMART actions





## **SPECIFIC**

Clear and detailed to eliminate ambiguity and provide direction

## **MEASURABLE**

Quantifiable way to track progress and determine success

## **ATTAINABLE**

Realistic with a clear action plan, given current tools & team

## **RELEVANT**

Aligned with your broader objectives & long-term goal

## **TIME-BOUND**

Has a deadline or time frame to encourage accountability