



UNT PeopleAdmin Performance Management

Goal Setting for the Staff Review Cycle



When are Goals Utilized in the Staff Performance Review Cycle?

- Supervisor Evaluation step (April through May)
 - Goals from the prior year are evaluated and comments on goal achievement are entered
 - Goals for the upcoming year are established through conversation between the supervisor and employee
- Employee Acknowledgement of Evaluation step (completed by end of May)
 - Goals are acknowledged by the employee
- Goals may be reviewed or adjusted during the review cycle as needed
 - Open for edit/review during “Supervisor Reviews/Completes Plan” step
 - HR Compensation can reopen goals for adjustment during the year if needed



Why Set Goals?

- Setting goals and priorities builds the foundation for successful performance for your employees. It should be a collaborative process between you and your employee.
- Evaluation of goals make up 50% of the overall performance evaluation score for staff employees. The remainder of the score is based on evaluation of job duties.
- Setting and managing goals can be challenging! To facilitate successful goal setting and achievement:
 - Utilize SMART goal method for developing goals (method explained on slides 4-15)
 - Align goals with the organization, department or team goals
 - Break goals/objectives into identifiable key results that can be attained over the course of the review period
 - Check in with employee on a regularly scheduled basis on goal progress
 - Revisit goals to ensure they continue to be the “right” goals



Goal Setting

The S.M.A.R.T Approach





What are S.M.A.R.T goals?

- Goals designed in a way to foster clear and mutual understanding of what constitutes expected levels of performance and successful professional development
- May include both Performance Goals and Development Goals

Performance Goals are:

- Appropriate to the level of the position
- Related to job responsibilities and deliverables
- Aligned to higher level goals

Development Goals are:

- Learning-oriented
- Support higher level performance in the employee's current job and career advancement



S.M.A.R.T Goals



Specific – Goals that are well defined and clear on what needs to be accomplished.

What will be achieved? What actions will the employee need to take?

“S” actions may include:

Oversee	Update	Write
Coordinate	Upgrade	Process
Supervise	Develop	Provide
Manage	Create	Maintain
Plan	Implement	Reconcile
Support	Evaluate	Direct
Transition	Produce	Administer



S.M.A.R.T Goals



Measurable - Enables you to evaluate whether the goal was achieved or not.

What data will measure the goal – How much? How many? How well?

Some typical data types and data collection methods may include:

DATA TYPES	DATA COLLECTION METHODS
Quality/accuracy rates	Automated reports
Amounts produced	Audits, tests
Revenue generated	Surveys
Productivity rates	Work products, samples
Customer Satisfaction	Other documents



S.M.A.R.T Goals



Attainable – Realistic about what is possible given the availability of resources, knowledge and time.

Is the goal doable? Does the employee have the necessary skills and resources?



S.M.A.R.T Goals



Relevant – Goals that are important and will make a material impact on achieving larger objectives.

How does the goal align with broader goals? Why is the result important?



S.M.A.R.T Goals



Time-Bound – Goals with a specific timeframe that specify when they will be completed by.

What is the time frame for accomplishing the goal? Have realistic deadlines been set?



S.M.A.R.T Goals

SMART Goal Formula:

Goal Statement:

Do _____

in order to _____

by _____

And make sure it's Attainable (realistic time frame, sufficient resources, feasible target!)

What Makes It SMART:

Specific action taken

to accomplish Measurable, Relevant result

within certain Time-Bound time frame



Building S.M.A.R.T Goals

S: Provide more growth and learning opportunities to each member of my team

M: Give feedback to each member at least 2 times per month

A: Feedback should come from manager

R: Improves team communication and feedback culture

T: Provided before the end of the next quarter

S: Begin new social media campaign

M: Generate 75 new content downloads

A: Marketing team responsible for running campaign and measuring performance

R: Promote our new feature

T: In the next two months



S.M.A.R.T Goals Example Employee Performance Focus

- Provide high-quality customer service resulting in a 90% customer satisfaction rating from external customers on accuracy, timeliness and courtesy measures quarterly.
- Reconcile the department financial reports by the 15th of every month with no increase in reconciliation errors.
- Complete daily responsibilities resulting in the achievement of 85% of the program and individual performance targets by the end of the performance year.
- Manage the department budget to stay within spending guidelines by the end of the fiscal year.
- Coach and support direct reports resulting in the attainment of 85% of all performance plan goals, setting clear expectations, giving meaningful feedback and providing fair performance evaluations throughout the performance period.



S.M.A.R.T Goals Examples

Employee Development Focus

- By the end of December, develop and apply enhanced computer skills to create more detailed, accurate budget reconciliation reports each month.
- By the end of April, complete the required coursework and attain the agreed-upon project management credential to support all assigned initiatives.



SMART Goals DO'S & DON'T'S



✓ Do
Be specific in your goal setting



Do
Include your team members in company goals



✓ Do
Set stretch-goals that challenge team limitations



Do
Select relevant goals that relate to your strategic planning



✓ Do
Set a timeframe to your goals (regardless of what it is)



Do
Be flexible and prepared to adjust goals when necessary



✗ Don't
Allow vague goal setting habits



Don't
Make team or company-wide goals in silos



✗ Don't
Set unachievable goals that will lead to team frustration



Don't
Chase attractive or irrelevant goals that may distract the organization



✗ Don't
Expect perfection



Don't
Lose sight of the big picture when establishing project goals





Accessing the Performance System and Additional Resources

- Via employee portal link: <https://my.untsystem.edu>
 - Employee Self Service page
 - Select the tile for Staff Performance Evaluations
- Log-in with EUID and Password
- All supervisors and employees can access system
- For additional resources on the performance management system go to: <https://hr.untsystem.edu/supervisor-resources/performance-management.php>



Contacts and Resources

- HR Compensation and Performance Management Team
 - System issues: log-in, employees not listed, navigation issues, re-open a task
 - Email: aidee.vaidya@untsystem.edu or jayne.colavecchia@untsystem.edu
 - Phone: 940-369-6341 or 940-369-6361
- UNT Campus HR Team
 - Performance management concerns, discussion about unsatisfactory ratings
 - Email: HRAdministration@untsystem.edu
 - Phone: 940-565-2281
- Performance Management Web Page <https://hr.untsystem.edu/performance-management>