

In order for you to visualise the process for this Goal Planning activity, I have shown the Six Steps through two diagrams, as follows:

SIX STEPS TO CREATE A SMART ACTION PLAN

1. The VISION or OUTCOME that you want to achieve.

Draft a short, meaningful statement that will be understood by, and agreed with your team.

Aaa

2. Establish HOW you will achieve the Vision or Outcome (Your MISSION).

Select 4 to 6 key areas of measurable performance (words or short phrases) that are fundamental to achieving your Vision/Outcome.

3. Define each word/phrase as a Key Performance Indicator (KPI)

For ease of reference in this diagram, each KPI is first stated (Bbbb...etc) then defined (Cccc...etc), each selected CSF (Dddd...etc) and each defined SMART Action (Eeee...etc)

Bbbbbbbbbbbb (KPI #1)

Ccc

4. Agree 4 to 6 key ACTIVITIES ... the Critical Success Factors (CSFs)

Define each of these Activities which are critical to achieving your Vision/Outcome

- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd



5. List 4 to 6 SMART ACTIONS that you will take to successfully achieve the desired outcome for each of the 4 to 6 CSFs you have identified.

Bbbbbbbbbbbb (KPI #2)

Ccc

- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd



5. List 4 x 4 = 16 ACTIONS for each CSF:

Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee

Bbbbbbbbbbbb (KPI #3)

Ccc

- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd
- ❖ Dddddddddddd



5. List 4 x 4 = 16 ACTIONS for each CSF:

Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee
Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee Eeeeeeeeeeee

