Employee Check-In: Core Expectations & Ratings

AIM SMARTE Goal Criteria Overview

Get from where you are to where you want to be with **AIM SMARTE.**

This might look a little different from what you're used to. Usually, we aim for big goals with lots of steps that can take a long time to achieve.

The **AIM SMARTE** method suggests something different. Instead of focusing on big goals, it encourages breaking things down into smaller goals. This helps in two ways:

1. It makes it easier to take action because you're looking at the very next step;
2. It turns vague, ongoing goals into specific ones with deadlines, making them easier to prioritize alongside other time-bound tasks.

AIM SMARTE

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AIM

Decide on a goal: _____

A – Acceptable: What is the minimum you can do? _____

I – Ideal: What is the maximum you can do? _____

M – Middle: What is the middle; a realistic stretch? _____

SMARTE

Write your *middle* goal from the AIM process: _____

Now, follow this SMARTE process:

S – Specific: What exactly is the **first step** of the action/goal you identified?
_____

M – Measurable: For what you have listed in "Specific," make sure you have qualified or quantified the measure of success.

A – Achievable: Is the initial step (listed in "Specific") possible to achieve? _____ ☐ YES or ☐ NO _____

R – Reasonable: How reasonable is it that what you're saying you're going to do can be done **at this time?**
_____

T – Time-Oriented: By when, exactly, will you complete this **first step** of the goal?
_____

E – Equitable: Does this goal support fairness, justice, and equal outcomes for all?
_____

TIPS

- *If you answer that it is not achievable or reasonable, go back to the start of the goal setting process and adjust your goal.*
- *Decide how you will follow up and be accountable to the goal upfront.*

Access the AIM SMARTE Guide to Goal Setting Worksheet

SMARTE Goal Examples

Field Employee

Share an idea with supervisor with an action plan for one process improvement in the second quarter. Once we agree on that idea and plan, work with my leader and team to roll out to the whole parking utility agency by 12/31/25.

Provide feedback cards to community members they encounter and ask them for rating on services performed.

Non-Field Employee

Learn the requirements for #TeamCity awards relative to service and actively seek to nominate someone quarterly; twice a year in my own agency; twice a year in two other agencies.

Supervisor/Management

Facilitate quarterly team meetings to review service policies, procedures, and recent public feedback. Identify one service improvement opportunity each quarter, collaborate with the team to implement the change, and measure impact through customer feedback surveys by the end of Q4 2025.

Ratings

☐	☐	☐	☐
Developing	Emerging	Achieving	Exemplary

Developing – Employee has limited interactions with their coworkers and the public.

Emerging – Employee responds to coworkers or members of the public but does not always appear friendly or that they want to serve.

Achieving – Employee proactively seeks to serve coworkers and members of the public, with a smile, friendly tone, positive body language, and to resolve the request.

Exemplary – Employee trains others, shares service knowledge and skills to inspire others to serve and makes the workplace and city better by example.

Skills

- Provides high quality services in a respectful, timely and team-centered manner.
- Follows policies, procedures and work rules.
- Accepts responsibility and is accountable for work and decisions.
- Open, welcoming and able to adapt to change.

Service

Serve coworkers and members of the public in a kind and friendly manner.

SMARTE Goal Examples

Field Employee

Ask for feedback on my effectiveness communicating with the public; incorporate at least one process improvement from that feedback in my individual development plan by the end of the year. Ask for new feedback after practicing for several months.

Make detailed notes on workorders as to the work completed, work still pending, and any suggestions for improving the project.

Non-Field Employee

Prepare an idea to share at the next team meeting to work on self-confidence and concise communication. Get the agenda ahead of time and offer to co-lead a topic including sharing research and practicing presentation skills. Complete this by end of Q2.

Supervisor/Management

By the end of Q3 2025, implement a monthly feedback loop where I proactively solicit input from my team on key communication initiatives (e.g., updates, announcements, team and 1:1 meeting effectiveness). So I can adjust communication methods or content as needed and share the results with the team for accountability.

Communication

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Skills

- Clear and concise in verbal and written communications. Shares information in a timely manner using the most appropriate method.
- Attentive; actively listens and respects others who are speaking.
- Works through differences and to find common ground while maintaining dignity and respect.
- Asks for input from others.
- Open to feedback.

Listen actively and communicate clearly.

SMARTE Goal Examples

Field Employee

Train my back-up team member how to use a _____ safely and effectively by December 31, 2025. In the second quarter, the team member will observe my skills, followed by hands-on guidance with me the next quarter, and finally using the tool on their own with observation and feedback from me in the final quarter. I will offer the same training for all per their individual development plan goals.

Once assigned workorders are completed, reach out to coworkers and/or team lead to assist in completion of theirs.

Non-Field Employee

By end of April, recognize when a coworker is challenged because of unexpected or unplanned workload; show empathy and ask them to bring an idea forward to their leader and/or team for improvement. Ask how you can help encourage them to follow through on their plan/ideas. Calendar a time to talk in 30 days to check on how it's going.

Supervisor/Management

By the end of Q2 2025, facilitate two team problem-solving sessions, where each team member will present a challenge they are facing. The team will collaboratively brainstorm solutions, and I will guide the discussion to ensure all voices are heard and acknowledged. After each session, I will work with individuals to implement the solutions and check in with them on progress in one-on-one meetings being sure to highlight their contribution to the team.

Teamwork

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Skills

- Fully participates in team decisions and supports team members. Provides useful contributions to the team.
- Encourages unity rather than "us vs. them" thinking.
- Works collaboratively with coworkers and supervisors to solve problems and meet work goals.
- Acknowledges others' efforts, advice, and contributions.
- Volunteers to help others when needed.
- Able to cooperatively resolve conflict.

Collaborate with others to learn, improve, and solve problems.

SMARTE Goal Examples

Field Employee

Attend my agency's Equity Team meeting in Q2. After attending, brainstorm with the team on promoting an inclusive practice across our _____ team in Q3. Practice my presentation skills by reporting out in the Q4 Equity Team meeting.

Attend OD's Gender-Inclusive Language course.

Non-Field Employee

When the project manager starts planning for the next agency project in Q2, I will actively seek to understand and encourage the use of equity and inclusion principles in the work planning and decision making. I will volunteer for a task that helps me learn and share my experience to strengthen the outcome. I will ask the PM to be planful about how to share the tasks so everyone is included and can grow.

Supervisor/Management

By the end of Q3 2025, complete a team training with HR-OD (Values Based Leadership) or DCR (RESJI) and facilitate a follow-up discussion in team meetings to assess understanding and support the incorporation of inclusive practices in everyday team interactions.

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Skills

- Treats all team members fairly and respectfully, and appreciates individual differences.
- Values diversity and respects differences.
- Recognizes, intervenes, and shows compassion to targets of bullying, harassment or discrimination.
- Is self-reflective and working actively on own biases.
- Uses innovation tools and techniques to increase efficiency.

Equity & Inclusion

Treat everyone as they would like to be treated.

SMARTE Goal Examples

Field Employee

Volunteer to assist my agency Project Manager with updating or creating 1 process to, conserve resources, and or improve project outcomes, while maintaining a focus on employee well-being and safety. I will complete this by June 30, 2025.

Make record of parts fixed and reused when workorders called for replacing them all together.
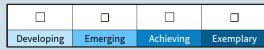
Non-Field Employee

Work across my agency to understand the projects occurring throughout 2025. I will offer to assist the project manager with outlining the necessary resources for effective outcomes and employee wellbeing. Where there are competing resources, I will help identify and bring ideas forward to support overall success and efficiency.

Supervisor/Management

By the end of Q2 2025, I will organize check-ins with project managers to assess resource needs, track budget usage, and ensure the team is adhering to safety protocols. After each review, I will follow up with actionable recommendations to streamline processes, conserve resources, and improve project outcomes, while maintaining a focus on employee well-being and safety.

Stewardship

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Skills

- Act in ways to conserve fuel, energy and environmental resources.
- Works safely to protect self, coworkers and members of the public.
- Works efficiently and productively.
- Respects taxpayer money used to purchase vehicles, equipment, tools, materials and supplies to be able to do our work.

We will care for our natural, economic, fiscal, and social resources.