Setting Delivery Goals

1. Goal Setting
2. Writing Your Delivery Goals
3. Connecting Goals to Strategic Outcomes
4. Continuing Goal Progress

Performance Partnerships

Grow together, achieve together

Before you start...

#Team Possible

Reflect on Your Role: How does your role contribute to our purpose and the achievement of outcomes of our Strategic Plan.

Discuss Team Goals: Speak with your leader about any goals they may have shared that your team is currently working towards.

Review the Strategic Plan: View Endeavour Foundation's Strategic Plan and see how we all work together to help 'people we support with an intellectual disability feel included, empowered and lead full and purposeful lives where they can exercise choice and control'.

1. Goal Setting: Individual Goals

Goal setting is a powerful way to provide clarity on what is required for you to succeed, track progress and ensure you are on the right path.

It is a **collaborative process** between leaders and employees, establishing why our work matters and how our individual delivery goals **align with our strategic outcomes**.

1. Goal Setting: The difference between delivery and development goals

Individual Delivery goals offer focus and direction, helping us understand what needs to be accomplished in our daily roles.

Individual Development goals are designed to enhance an individual's professional growth and development.

2. Delivery Goals

Delivery goals concentrate on **enhancing your contributions** and **effectiveness** in your current role.

Delivery Goals Focus on:

- **Achieving Targets:** Set clear goals related to your job, like meeting deadlines or boosting efficiency.

- **Team Impact:** Focusing on how your performance influences team dynamics and overall company success. This includes collaboration, contributing to team goals, and enhancing workplace culture.

- **Impact for clients:** Aiming to improve the experiences of our clients and other stakeholders

3. Writing Your Delivery Goals

- **Brainstorm ideas** for your goals, and consider
  - Does this align with the activities I perform in my daily role?
  - How does my work contribute to our strategic plan?

- Write your goal **objective / title**
  - The main objective you want to achieve

- Make it a **SMART goal**
  - Specific, Measurable, Achievable, Relevant and Time-bound

- Decide on your **Key Results**
  - These are specific outcomes that indicate progress towards achieving your overall goal
  - Key results are measurable outcomes, not tasks

To keep things manageable and clear, try setting between 3 - 5 goals.

This can help make sure your individual delivery goals are focused and easy to communicate.

3. Writing Your Delivery Goals

SMART goals help you define and track your goals in a clear and realistic way

Make it **specific** (*Do you know exactly what you are trying to achieve?*)

Determine a **measurable** outcome *(How will you know you have achieved your goal)*

Assess **achievability** (*Do you have the resources or capability to achieve this goal?*)

Check it is **relevant** (*Does the goal align with your team and organisational goals?*)

Set a **timeframe** for when the goal should be accomplished

4. Connecting Goals to Strategic Outcomes

- Understanding **how your work meaningfully contributes** to Endeavour's purpose to *make possibilities a reality* helps you to perform better.

- By **connecting our individual efforts** with our **organisational strategy and enabling outcomes**, we create a clearer pathway to achieving our goals.

- Whether you work in service delivery or as part of the enabling functions, **each of us plays a vital role in the bigger picture**.

5. Continuing Goal Progress

- Goals can really help to keep us motivated. **Having regular conversations** where we share feedback and support each other helps us to stay engaged.

- When we get **feedback**, it reinforces what we're doing right and provides guidance for how we can improve, encouraging us to keep pushing towards our goals.

- When you **check in with your team or leader**, make sure to talk about the work you are doing and identify any support you might need to continue to progress.

5. Continuing Goal Progress: Leaders

As a leader, it is important to **plan time for check in conversations** following goal setting.

Your role is to **encourage, enable** (provide autonomy and accountability) **and equip** (provide the resources, equipment and time) your team members, supporting them to determine the best action in progressing towards their goals.

Some of the things you can discuss include:

- How are you going towards achieving your goals?

- What do you need to do next and is there anything that may be unclear for you?

- What has worked well for you so far?

- What has been most challenging? How do you think you can adapt or respond to this challenge?

- What would you approach differently next time?

Setting Delivery Goals:
Guide to Goals using Culture Amp

6. Entering Your Delivery Goals
7. Connecting Goals to Strategic Outcomes
8. Continuing Goal Progress

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6. Entering Your Delivery Goals

Once you have decided what you want to write for your goals, you are ready to add it into Culture Amp:

- Open Culture Amp and select '**Goals**'

- Click '**Create Goal**' and '**Individual Delivery Goal**'

- Write your **Goal title** (you may choose to keep this shorter)

- In the **Goal description** you can add your full SMART goal

- Add a **due date**

- Set '**visibility**' to specific people

- Select '**Add key result**', and enter your result heading

- Choose how you will measure your result as a percentage or a numeric value and set the target value.

- Click '**Save draft**'

- Once you have discussed the goal with your leader, you can then return to click '**Publish Goal**'.

Create individual delivery goal Draft

Goal details

Goal title

Goal description (optional)

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Due date: 1 Dec 2024 ∨   Owner: Sarah Rough ∨   Visibility: Private ∨

Key results

Key result

Key Result 1

Result measure	Start value	Target value
Percentage ∨	0 %	100 %

Owner: Sarah Rough,

Key result

Key Result 2

Result measure	Start value	Target value
Percentage ∨	0 %	100 %

Owner: Tamara-Jane Baker ∨

6. Entering Your Delivery Goals

Goal Owner: This is the goal creator.
They have access to edit and update progress on their own goals.

Visibility: Setting visibility gives people access to view your goal details, it's progress and any associated comments.
Visibility can be set to: Private, Specific People or Everyone.

Key Results: These are measurable outcomes that indicate progress towards achieving your overall goal.
Assigning ownership of key results gives access for people to update progress on the goal.

Note: Any comments made against goal progress will also be visible to any key result owners

7. Connecting Goals to Strategic Outcomes

In Culture Amp, we can visually show the connection between an individual's contributions and our Strategic Plan (and input plans). We do this by assigning the strategic or enabling outcomes as the '**Parent Goal**'.
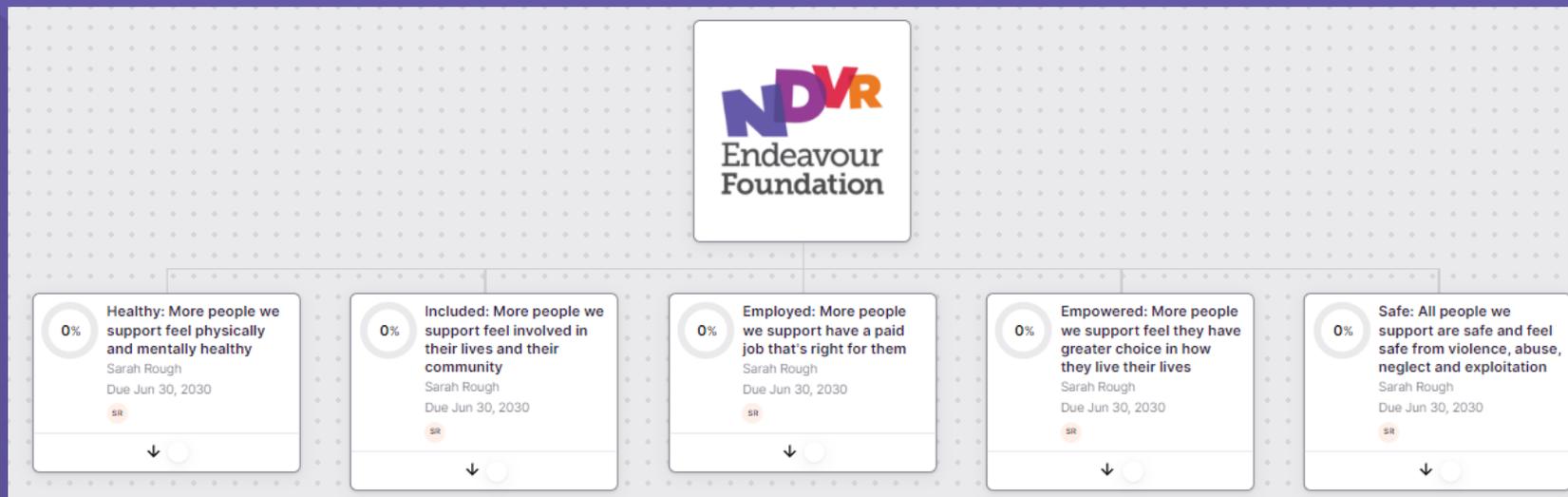
Our People - #TeamPossible

Strong financial base

The right technology

Community awareness

Community Solutions

| 0% | Healthy: More people we support feel physically and mentally healthy
Sarah Rough
Due Jun 30, 2030 | 0% | Included: More people we support feel involved in their lives and their community
Sarah Rough
Due Jun 30, 2030 | 0% | Employed: More people we support have a paid job that's right for them
Sarah Rough
Due Jun 30, 2030 | 0% | Empowered: More people we support feel they have greater choice in how they live their lives
Sarah Rough
Due Jun 30, 2030 | 0% | Safe: All people we support are safe and feel safe from violence, abuse, neglect and exploitation
Sarah Rough
Due Jun 30, 2030 |

7. Connecting Goals to Strategic Outcomes

Adding '**Parent Goals**' in Culture Amp

- Open your goal. Under the '**Relationships**' heading, select '**Add relationships**', then **'Add parent goals'**.
- Search the list for the parent goal you would like to add. You can also type into the search bar using key words.
- Select the tick box for the **parent goal** you would like to add. You can connect to more than one parent goal as needed.
- Once chosen, select '**Save changes**'.
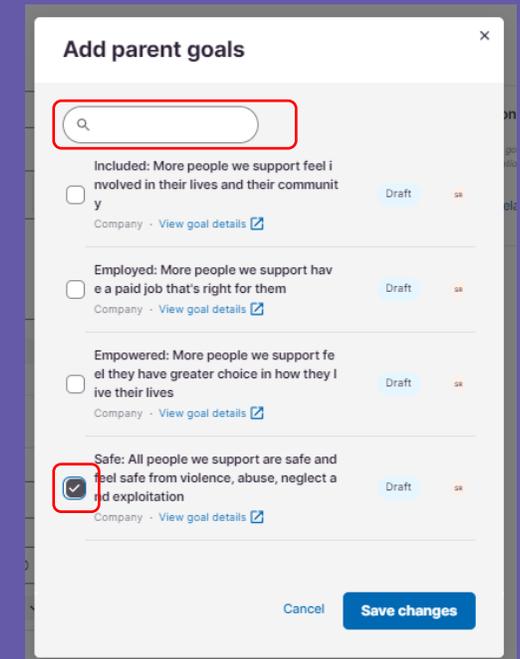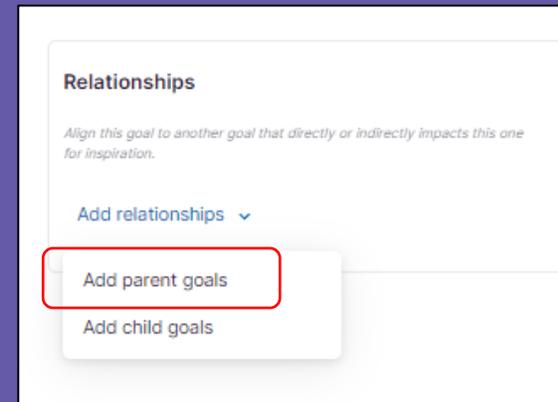
8. Tracking Goal Progress

Planning time for **regular check in conversations** following goal setting maintains motivation and overcome any blocks or challenges. You can use your **1-on-1 conversations** in Culture Amp to support these check ins.

Reviewing your goals regularly in Culture Amp means you can **update how you are progressing** and discuss this with your leader at your next check in.

You can update both the **status** of the goal and the **value** of the goal.

This will give you a prompt to talk about the work you are doing and identify any support you might need to work through any challenges and continue to progress.
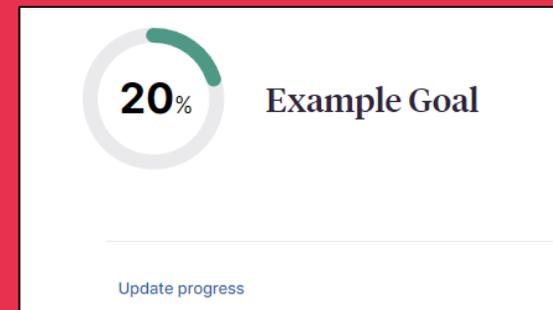
Top Tips!

Top Tip #1

To keep things manageable and clear, try setting between 3 and 5 goals.

Top Tip #2

For information on how to do this in Culture Amp, refer to the 'Delivery Goals in Culture Amp Lite Guide'

Need Support?

Access Culture Amp here:
Culture Amp Website

Chat to your Leader or your P&W Business Partner

Email the Team!
learning@endeavour.com.au

Log a ticket in the #TeamPossible Support Hub

#team possible
support hub

Check out the Intranet Page
Performance Partnership Intranet Page