



# Goal Strategy and Development

Facilitating and sustaining change requires thoughtful, purposeful intervention. Understanding the root cause of a problem is essential. Once the gaps have been identified by using the gap root-cause analysis (RCA) (previous section), process improvement tools can be used to address the root cause. This section provides an overview of methods to help facilitate change within your organization.

## Overview of Resources

| Form   | Purpose   | Rationale  | Page       |
|--|---|--|------------|
| Key Findings and SMART <sup>1</sup> Goal Development Worksheet | This document is where you can highlight key findings and strategies from Gap RCA and it provides guidance on creating SMART goals. | SMART goals provide framework to goal setting, ensuring the task at hand is appropriate and able to be tackled in a defined timeframe. | 4.1        |
| Strategy Tree (Completed template included)                    | This template can be used to map strategies, tactics, and tasks to achieve improvement.   | This structure outlines the tactics and tasks needed to achieve a specific goal.   | 4.2<br>4.3 |



*“The measure of intelligence is the ability to change.”*

– Albert Einstein

1. Specific, measurable, a chievable, realistic, time-based (SMART)

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