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[1] 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 4.3

> *"The measure of intelligence is the ability to change."*
>
> *– Albert Einstein*

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