



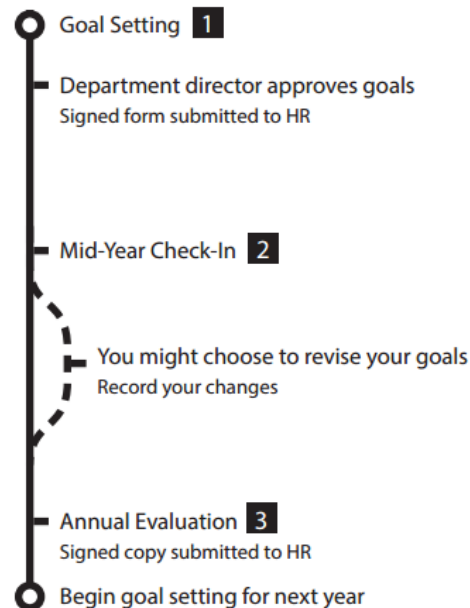
Louisville Metro  
Government

## Employee Goal Setting and Evaluation Process

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### Instructions

The goal setting and evaluation process is designed to be an ongoing conversation between manager and employee throughout the year.



### Definitions

**SMART goal:** A goal that is Specific, Measurable, Actionable, Realistic, and Time-bound. Examples:

- Achieve a 95% or better satisfaction rating from my customers for Service Desk experience for the period of January to June 2014.
- Interview all permanent and 10% of seasonal guest services staff to help determine guest service opportunities and needs by May 2014.

**Department goal:** A specific outcome that a department wants to achieve that is recorded in the department's current Strategic Plan (Available in Sharepoint > LMG Strategic Planning).

**Goal health:** Describes whether or not the goal or initiative is on track using a color-coded scale:

- **Green** (On track): Completed or in progress, on schedule, and expected to be completed on time
- **Yellow** (Slightly off track): In progress, but behind schedule and with issues that might affect completion date
- **Red** (Off track): Not started, overdue, or in progress but behind schedule and with issues that affect completion date