

What is Goal Setting at OLG?

Goal Setting is a key step in OLG's Performance Management process. Goal Setting is a process where employees set clearly defined goals for the fiscal year that outline what they will accomplish.

Goals should be created in collaboration with your People Leader to drive business outcomes that align with OLG's Strategic Priorities and Initiatives.

Approach

- Create **4 to 6 goals**, in partnership with your People Leader. Each goal should support team, divisional, and/or organizational goals
- Goals should include **measures** and **initiatives**
 - **Measures** are quantifiable indicators that demonstrate whether a goal has been achieved. These are typically written as targets and stretch targets. For each goal, agree on a target with your People Leader. Some goals should also have stretch targets, the measure that will support an exceeds or exemplary rating on that goal
 - **Initiatives** are activities that you will undertake to achieve your goal
- Goals need to be **more challenging than day-to-day work**, they should drive exceptional performance and outcomes
- How you achieve your goal is as important as achieving it. Therefore, measures and/or initiatives should include activities that are aligned with OLG's Five Truths. The Five Truths are: **We Care for Ontario, We Play as One Team, We Celebrate our Differences, We Dream Big and Champion Change and We are Player Obsessed**

For example, including language about collaboration with partners or considering diversity in your project would be an approach that aligns with the truths. Specifically, "We Play a One Team" and "We Celebrate our Differences". To learn more about OLG's Five Truths visit [InsideOLG](#)
- Share your goals with your team so that everyone's goals are aligned and there are no redundancies or gaps to achieve overarching team goals
- Use the **S.M.A.R.T** method. Specific, Measurable, Attainable, Realistic and Time Bound

What are S.M.A.R.T goals?

Well written goals include the following:

Specific	Clearly defined outcome stating exactly what needs to be accomplished	Relevant	Linked or aligned to departmental, divisional, and/or organizational wide priorities
Measurable	Must include a measure of success. This could be a key performance indicator (KPI) or a clearly defined outcome	Time Bound	A clear deadline or completion date. Include milestones on initiatives where possible
Attainable	Realistic but challenging – a goal typically requires extra effort or a creative new approach	Reminder:	In addition to measures, list the initiatives or activities you will undertake to achieve the goal.

Utilize this chart of [Action Words](#) to help enable you to build impactful goals.

Note that this list does not include verbs like “improve,” “reduce,” or “increase”, for example, “Improve customer service” or “reduce cost”. Verbs such as these imply the direction that you want a result to move, but do not provide a deep explanation of the action that you will take to accomplish this change.

Remember, the “S” – [Specific](#) – of a SMART goal should reflect your role and contribution.

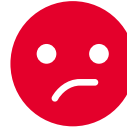
“S” Action Word may include:		
Administer	Coordinate	Create
Develop	Direct	Dispatch
Establish	Evaluate	Generate
Implement	Maintain	Manage
Oversee	Plan	Process
Produce	Provide	Reconcile
Supervise	Support	Transition
Update	Upgrade	Write

Sample Goals

Below is an example of a goal that is not good and how you can make it stronger. Use this information to help create well written, clear goals.

Example 1: NOT A GOOD GOAL

Goal	Run 4 webinars with increased attendance and learning
Description	<u>Measures</u> <ul style="list-style-type: none">• Increase attendance• Increase training knowledge
Category	F25 Performance Goals
Due Date	March 31, 2025
Organization Alignment (Strategic Priority)	Fun, inclusive and performance culture



- ✗ Not a clearly defined goal
- ✗ No measures/KPI's
- ✗ No initiatives
- ✗ No tie to OLG's Truths

Example 2: STILL NOT GREAT

Goal	Plan and execute 4 customer experience education webinars that inspire strong attendance and demonstrated understanding of the material
Description	<u>Measures</u> <ul style="list-style-type: none">• 25+ attendees each session• Minimum of 95% scores on post-training testing
Category	F25 Performance Goals
Due Date	March 31, 2025
Organization Alignment (Strategic Priority)	Fun, inclusive and performance culture



- ✓ Clearly defined goal
- ✓ Specific measures
- ✗ No initiatives
- ✗ No tie to OLG's Truths

Example 3: A GOOD GOAL

Goal	Plan and execute 4 customer experience education webinars that inspire strong attendance and demonstrated understanding of the material
Description	<u>Measures</u> <ul style="list-style-type: none">• 25+ attendees each session• Minimum of 95% scores on post-training testing <u>Key Initiatives</u> <ul style="list-style-type: none">• Create a detailed project plan for development and implementation• Develop webinars using an <i>inclusive</i> lens• <i>Collaborate</i> with lottery, Comms and HRBP's for training timing, learning objectives and post training testing material
Category	F25 Performance Goals
Due Date	March 31, 2025
Organization Alignment (Strategic Priority)	Fun, inclusive and performance culture



- ✓ Clearly defined goal
- ✓ Specific measures
- ✓ Clear initiatives
- ✓ Tie to OLG's Truths. The references in blue, inclusive and collaboration, are activities that embody the Truths, Celebrate our Differences and Play as one team