



Goal Setting

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Effective Goal Setting

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Lewin's Model for Change

- Unfreeze
- Introduce the change
- Refreeze

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Smart Goals

- Specific
- Measurable
- Achievable
- Relevant
- Timely

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Tips for Successful Goal Setting

- Related to core purpose
- Develop a new vision
- Team developed goals
- Stretch goals
- Root cause oriented

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Tips for Successful Goal Setting

- Goals should be SMART
- Action oriented
- Accountability and follow-up
- Communicate
- Celebrate

Problem Solving Tools

- Force field analysis
- Delphi technique
- Fishbone diagrams
- Data collection

Effective Action Planning

- Task capability
- Task understanding
- Task resources
- Task timeline
- Task feedback
- Task celebration

Flow Chart

- Tool used to better understand a system or process
- Representation of steps in a process
- Usually used to show differences between "Actual" and "Ideal" process

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graph TD
    Start([Start]) --> ProcessStep[Process Step]
    ProcessStep --> Decision{Decision}
    Decision --> Stop([Stop])
    
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Cause-and-Effect (Fishbone) Diagram

The diagram illustrates a fishbone (Ishikawa) diagram. A central horizontal line points to a box on the right labeled "Effect or Outcome". On the left side, two boxes labeled "People" and "Machinery" are connected to the main line by diagonal hatched lines. On the right side, two boxes labeled "Materials" and "Methods" are connected to the main line by diagonal hatched lines. The word "Causes" is written on the left side of the main line.