

Positive Accountability

SMART Agreements



If we haven't clearly defined what I'm expecting you to deliver, then how can I hold you accountable for not delivering it?

We need to be certain that we are on the same page - that what I'm expecting to get from you is what you're expecting to deliver.

SMART Agreements ensure that everyone involved knows exactly what's expected, how success will be measured, and by when.

Before you delegate a task, assign a project, or make a commitment to your team, run it through the SMART filter:



Specific: Precise, vivid, descriptive; not vague or "general".

Measurable: Able to measure progress and completion to determine success.

Achievable: Challenging, but not impossible, accounting for the individual's capacity, resources, and current workload.

Relevant: Aligned with higher-level objectives, with clearly defined quality level.

Timely: Specific milestones for progress with check-ins, and a specific deadline for completion.

Vague agreement: "I need a report on our team's training metrics. Get it to me as soon as possible."

SMART Agreement: "I need a 2-page summary of our team's Q1 and Q2 training completion rates, flagging any courses below 80%. I need metrics to be detailed but narrative can be bullets only. Can you have a first draft for review by Wednesday at noon and a final draft by Friday at noon?"

**Activity:
Draft
SMART
Agreements**



Draft SMART Agreements: Consider real-life projects or tasks you're working on with others. Develop a draft SMART Agreement that you can review and finalize with those involved.

Remember, it's critical to get their input, understanding and *real* buy-in (not just superficial acquiescence).

For each example, review the SMART elements and try to incorporate each of them to strengthen the agreement.

Example 1: _____
Draft SMART Agreement:

Example 2: _____
Draft SMART Agreement:

Example 3: _____
Draft SMART Agreement: