

SAMPLE JOB-ORIENTED LEARNING GOALS

COMMUNICATION

- To improve my verbal communication skills by accurately presenting 8 reports that detail my weekly sales totals, with my supervisor's feedback by (date).
- To improve my writing and listening skills by attending 5 parent/teacher conferences and writing clear/accurate summaries for my supervisor by (date).

CUSTOMER SERVICE

- To use effective customer service skills to clearly explain company return policy to all customers at register by (date).
- To increase customer service skills by greeting 15 regular customers by their name at the drive-in window by (date).

TIME MANAGEMENT

- To reduce the time it takes to file paperwork into job binders to one hour per day by (date).
- To speed up the performance/efficiency of my back vs. front service duties including stocking, cleaning and food prep on every shift to the satisfaction of my shift supervisor by (date).

SELF-AWARENESS

- To improve my self-awareness skills by realizing when I am not working as a team member to establish credit accounts and then catching up with department quotas to my supervisors satisfaction by (date).
- To assist my shift co-workers with their jobs when they need help and I have free time at least once a week, without being asked, to my supervisor's satisfaction by (date).

MOTIVATION/INITIATIVE

- To demonstrate more initiative by learning the new pipe cutting machine and practicing on 3 different lengths, with 100% accuracy by (date).
- To sell 30% more oil products and services, using suggestive selling by (date).

PROFESSIONALISM/WORK ETHIC

- To demonstrate increased responsibility by taking on the new duty of balancing cash drawers correctly one night a week by (date) .
- To demonstrate a positive work attitude by being professional and positive in my interaction with customers, to my supervisor's satisfaction by (date).

COLLABORATION

- To demonstrate teamwork and collaboration skills by presenting other managers with a video on a new company account tracking system, collect their feedback and present to my supervisor by (date).
- To coordinate the up-sell of coffee products with other co-workers to achieve a 20% sales increase by our team by (date)

ANALYSIS/SOLUTION MINDSET

- To increase my analytic skills by making a checklist of 4 problem areas on the day shift and suggesting 1 cost-effective solution for each problem by (date).

- To observe the emotional state of 5 patients going through the rehab clinic and write a report detailing my analysis of each patient by (date).

FLEXIBILITY/ADAPTABILITY

- To outline a detailed plan for the upcoming dance at the teen center, including solutions to 3 past problems, to my supervisor's satisfaction by (date).
- To demonstrate my flexibility by cross training in two departments, at least one shift per week, to my supervisor's satisfaction by (date).

DIGITAL FLUENCY

- To improve technology skills by using Excel to correctly generate automatic cost formulas needed each week by (date).
- To improve my knowledge of Escape as demonstrated by my ability to run daily reports by (date).

JOB KNOWLEDGE

- To research and create a safety program to be in compliance with OSHA standards by (date).
- To dispose of biohazard waste from the medical room, following correct hospital procedures with 100% accuracy by (date).

LEADERSHIP

- To cross train the new counter staff and observe them during their shifts, to the satisfaction of my supervisor by (date)
- To demonstrate leadership by scheduling 3 staff meetings for my team to discuss department goals and expectations by (date).

SOCIAL/DIVERSITY AWARENESS

- To create a work environment that embraces and appreciates diversity by planning 3 staff meetings to discuss concerns of our department by (date).
- To create a new monthly employee recognition award/bulletin board, both in English and Spanish, to my supervisor's satisfaction by (date).

RESILIENCE

- To demonstrate resiliency by accepting my supervisors' feedback in a positive manner and implementing the suggestions that were made by (date).
- To successfully integrate into the newly designed department and become a 5 star producer by (date).

EMPATHY

- To demonstrate an awareness of customers dissatisfaction at the Customer Service Desk and then assist them according to company policy by (date).
- To listen to my clients and display empathy for their current situation, while explaining the Departments requirements, to my supervisors' satisfaction by (date).

ENTREPRENEURIAL MINDSET

- To create a new confidential tracking system for 10 clients, with input from my supervisor and co-workers by (date).
- To work independently to devise a market plan, to present to upper management, at the Fall meeting by (date).