

Using ChatGPT to Write an Example Performance Goal

1. Review [WSU's Guidelines for Using Generative AI](#)
 - a. Do not share confidential university data, copywritten or trademarked information, or video/audio from meetings in which this information was shared.
 - b. Remove all reference to Wayne State University.
 - c. Only include information available on WSU's website or generic enough that it could apply to individuals in other organizations.
2. Review [WSU Values](#) and discuss unit strategic goals with your manager & how you could best contribute to them.
3. Start to write a performance goal to capture the essence of what you'd like to achieve, such as "Improve customer service". **Tip:** The more specific you can be in this stage, the better the AI recommendations will be.
4. Go to: <https://opei.com/chatgpt>
5. Click on the **"Start now"** button
6. Type a prompt, such as:

Help me to make this performance goal more specific, measurable, attainable, realistic and timebound: Improve customer service by completing administrative tasks in a timely and efficient manner.

7. Review ChatGPT response for inspiration on phrases and ideas that you could include in your final goal statement. *See the real life ChatGPT response provided for this example starting on page 2.*
8. Follow up with a second prompt to inquire about ways in which the values could be added into the final goal (either ChatGPT's or your own that you provide), such as:

I'd like to include an example of how I could achieve this Final SMART goal by living one of our 6 organizational values in this goal. They are: (copy the values list and add a number before each value. *Note: remove reference to WSU and Detroit.*)

9. Revise/edit the performance goal using the ideas shared by ChatGPT as thought-starters.

ChatGPT Prompts & Responses (from 9/16/24)

ChatGPT ▾

Help me to make this performance goal more specific, measurable, attainable, realistic and timebound:

Improve customer service by completing administrative tasks in a timely and efficient manner



To make this performance goal more **specific, measurable, attainable, realistic, and time-bound (SMART)**, let's break it down:

Original Goal:

"Improve customer service by completing administrative tasks in a timely and efficient manner."

SMART Version of the Goal:

Specific: Clearly state what administrative tasks you are focusing on, and how they impact customer service.

- Example: "Complete all order processing, customer inquiries, and documentation related to customer service."

Measurable: Define how to track progress and success.

- Example: "Ensure 95% of administrative tasks are completed within the designated time frame."

Measurable: Define how to track progress and success.

- Example: "Ensure 95% of administrative tasks are completed within the designated time frame."

Attainable: Confirm that the goal can be achieved given the resources and time available.

- Example: "Use existing tools (e.g., CRM system) to automate repetitive tasks and allocate specific time slots each day for admin work."

Realistic: Make sure the goal is practical given the workload and other responsibilities.

- Example: "Allocate 2 hours daily to focus solely on completing administrative tasks without distractions."

Time-bound: Set a deadline or time frame for when the goal should be met.

- Example: "Achieve this level of efficiency within 3 months and maintain the standard moving forward."

Final SMART Goal:

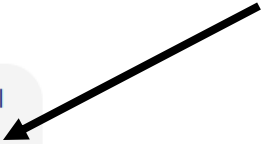
"Over the next 3 months, improve customer service by completing 95% of all customer-related administrative tasks (e.g., order processing, customer inquiries, and documentation) within 24 hours, by allocating 2 hours each workday to focus solely on these tasks, using the CRM system for efficiency."

efficiency.

Thanks! I'd like to include an example of how I could achieve this Final SMART goal by living one of our 6 organizational values in this goal. They are:

1. Collaboration: When we work together, drawing upon various talents and perspectives, we achieve better results. Collaboration Best Practice Behaviors:

Engages other people and resources and works together to achieve greater results
Builds effective internal and external relationships to add value to



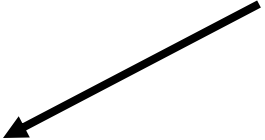


Memory updated

To incorporate **Collaboration** into your SMART goal, you could achieve your performance goal by working with others to complete administrative tasks more efficiently. Here's how it could look:

Example of Achieving the Goal through Collaboration:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will engage colleagues from different departments to streamline processes. By building effective relationships and regularly seeking input from team members on best practices for using our CRM system, I will ensure that administrative workflows are consistent across teams, reducing errors and improving task completion speed. I will also proactively offer assistance and collaborate with others when needed to overcome challenges, ensuring we meet mutual goals. This collaboration will not only improve my individual efficiency but also contribute to better customer service outcomes for the entire team.



Thanks! How could I add value #2 into the Final SMART goal?



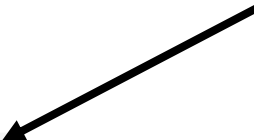
To incorporate **Diversity & Inclusion** into your SMART goal, you can focus on how diverse perspectives and inclusive practices enhance your approach to administrative tasks, ultimately improving customer service. Here's an updated version:

Example of Achieving the Goal through Diversity & Inclusion:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will actively seek input from colleagues with diverse perspectives to identify and eliminate any potential biases in our processes. By embracing the unique experiences and ideas of my teammates, I will improve the efficiency and fairness of task management, ensuring that no customer's needs are overlooked. I will also demonstrate respect for all customers, ensuring that every inquiry is handled with an understanding of their diverse backgrounds. In doing so, I will create a more inclusive environment that contributes to better, more equitable customer service.

This version shows how fostering inclusion and embracing diversity in both your team and customer base can enhance your ability to meet and exceed your performance goals.





Great! What could I do to add value #3 into this Final SMART goal?



To integrate **Excellence** into your SMART goal, focus on striving for high-quality results in your administrative tasks, ensuring consistent, outstanding customer service. Here's how you can incorporate this value:

Example of Achieving the Goal through Excellence:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will hold myself accountable to deliver consistently outstanding outcomes. I will set clear daily targets for processing customer inquiries and orders, maintaining a high level of accuracy and thoroughness in every task. By minimizing procrastination, staying disciplined, and regrouping quickly when setbacks occur, I will ensure that my work meets the highest standards. Additionally, I will consistently evaluate my performance, seeking ways to enhance my efficiency and the overall quality of the customer experience, striving for excellence in everything I do.

This emphasizes your commitment to delivering superior results by staying motivated, disciplined, and always aiming for the highest quality in your work, in alignment with the value of **Excellence**.

Thanks! How would you add value #4 into this Final SMART goal?



To incorporate **Innovation** into your SMART goal, emphasize trying new methods or tools to improve your efficiency in completing administrative tasks. Here's how you could integrate it:

Example of Achieving the Goal through Innovation:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will explore and implement new technologies and processes to streamline my workflow. By thinking outside the box and challenging existing methods, I will develop innovative solutions, such as automating routine tasks through CRM system enhancements or using templates for frequently asked customer inquiries. I will take thoughtful risks, continuously experimenting with new approaches and learning from both successes and failures. This relentless curiosity will not only improve my efficiency but also contribute to higher service quality and better customer outcomes.

This version highlights how embracing **Innovation** can lead to creative, forward-thinking solutions that improve task management and customer service.

Thanks! How could I add value #5 into this Final SMART goal?



To integrate **Integrity** into your SMART goal, you can focus on maintaining ethical standards, accountability, and trustworthiness in how you manage administrative tasks and interact with customers. Here's how you could frame it:

Example of Achieving the Goal through Integrity:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will ensure that every task is completed with the highest level of professionalism and ethical behavior. I will follow through on all commitments, accurately record customer data, and admit and correct any mistakes promptly to maintain trust with both customers and colleagues. By prioritizing the needs of the organization and customers over personal convenience, I will create a transparent and accountable process that strengthens trust and ensures that all tasks are handled with honesty and fairness, reflecting my commitment to integrity.

This version emphasizes your dedication to ethical behavior, accountability, and building trust, all key aspects of the **Integrity** value.



Thanks! How could I add value #6 into this Final SMART goal?



To incorporate **Leadership** into your SMART goal, focus on setting an example and positively influencing others to achieve both individual and team success. Here's how you can integrate it:

Example of Achieving the Goal through Leadership:

To achieve my goal of completing 95% of all customer-related administrative tasks within 24 hours, I will model the behaviors and standards I expect in others by staying accountable, setting clear goals, and consistently delivering high-quality results. I will actively mentor and support colleagues in adopting efficient practices, inspiring them to improve their own workflows and customer service outcomes. By fostering an environment of trust, consistency, and fairness, I will positively influence the team's overall performance, ensuring that we all contribute to providing exceptional service that aligns with our organizational mission.

This version highlights how **Leadership** can be demonstrated by setting an example, inspiring others, and fostering a supportive, high-performing team environment while achieving your own goals.