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1 These objective statements should be related to growth in areas such as knowledge, skills, abilities, and other characteristics. They are personal development objectives, not business objectives. This should be an aspirational future state you're working towards. Pick one to three objectives. Example: Improve customer service behaviors, process knowledge, and conflict resolution across all interactions with customers, particularly in resolving customer complaints.	2 Set the time frame in which you will be focused on the objective. Every goal must be anchored in time. The closer to today, the easier it is to be specific with your objectives. We prefer working in 90-day increments. Example: 90 days	3 Detail the specific actions you will take to accomplish the objective. List out specific books, training programs, coaching, assignments, or mentoring that will be used. Example: Work 6 shifts with _____ to observe their approach. Journal all customer interactions for one week. Review feedback.	4 What will it look like as you make progress on your objective? While the objective may be aspirational, these key results must be more concrete. SMART goal framework can be used here. Example: Positive interactions with customers. NPS score improves from 6 to 8+. No complaints about behavior from customers.	5 Define what the benefits the person and the organization will realize by having this objective met. Personnel development has mutual benefits. Connect the growth of the individual to the needs of the organization and to their personal benefit. Example: Repeat customers. Fewer returns, refunds, or conciliatory rewards. Opens opportunities for promotion.