

# Facilitator CHiPs



## Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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#### Facilitation Services Available:

- ◆ Process Improvement
- ◆ Team Building
- ◆ Change Management
- ◆ Strategic Planning
- ◆ Customer Focus and Assessment
- ◆ Baldrige Quality Award Criteria for Performance Excellence
- ◆ Valuing Differences
- ◆ Problem Solving, Decision Making, and Consensus Building Tools
- ◆ 360° Feedback Instruments
- ◆ Problem Identification and Clarity
- ◆ Reengineering
- ◆ Integrated Organizational Renewal
- ◆ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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### *Accomplishing Your Goals at Work and Home*

“Christmas is coming; the goose is getting fat, please put a penny in the old man’s hat.” This well-known verse reminds us of the celebration of holiday traditions. This is also the time of the year many of us make our New Year’s resolutions, our annual goal-setting exercise.

We can use this opportunity to improve our work life and productivity by setting goals at work, as well as at home, goals that are realistic and attainable. A goal is useful because it reflects how you would like something to be and gives you something for which to aim.

- ◆ Choose the work areas you want to focus on. Then try to pick short-term goals in those areas that are measurable and specific. One example might be to stop procrastinating on writing the weekly report.
- ◆ Next, write down some action steps that will lead you towards your goal. Perhaps you will post a reminder to yourself on your computer or your bulletin board that the weekly is due.
- ◆ Finally, set a date by which you will accomplish your goal and hold yourself to it. If your report is due on Wednesday, you may set yourself a goal to complete the report each week by Tuesday afternoon.

Goal setting is a useful exercise for each of us. It helps us focus on priorities and assists us in planning for the future. Remember, if you don’t know what you want, you often end up where you don’t want to be.

*Setting a goal is not the main thing. It is deciding how you will go about achieving it and staying with that plan.*

*- Tom Landry*

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).