

Answers:

Which of the following are SMART?

- Get healthier as soon as possible. (NO – Not specific enough)
- Lose weight right away. (NO)
- Read more books someday. (NO)
- Work out more often. (NO)
- Eat 3-4 servings of vegetables per day instead of none for a month. (YES)
- Walk briskly 5 miles per day from now until my Birthday. (YES)
- Answer the phone within 3 rings. (YES)
- Meet with two customers a week for the next 12 weeks. (YES)
- Lose 30 lbs in the next 2 weeks. (NO – Not realistic)
- Meet with all 10 of my staff every week. (NO)
- Answer customer requests quickly. (NO – Need to define ‘quickly’)
- Answer customer requests within 4 hours, even if it’s just to say you need another 24 hours to research their issue. (YES)
- Improve public speaking. (NO)
- I will join Toastmasters in January 2008 in order to improve my public speaking skills. (NO – How long will you stay in Toastmasters?)