

## Writing Good Objectives

To formulate clear objectives, you must be specific about who is going to do what, by when, to reach your goals. Your objectives should be SMART objectives.

**S**pecific –state desired results in detail

**M**easurable (or observable) –use verbs that describe what trainees will learn

**A**ction – describe an action that the trainee will perform

**R**ealistic– achievable

**T**ime frame – how long will it take the trainees to learn the skill

Verbs frequently used in writing objectives include: arrange, be able to, build, calculate, classify, compare, construct, contrast, define, describe, design, explain, identify, illustrate, list, measure, name, organize, perform, recite, solve, sort, use, write.

Before designing your objectives, ask yourself these questions:

- What do I want participants to be able to do?
- Under what conditions or constraints do I want them to perform?
- How well must they perform for me to be satisfied?

### Good Sample Objectives

By the end of the training session, all participants will be able to describe the four levels of training evaluation.

By the end of the training session, all participants will be able to use the online catalog to locate library materials by author, title and subject.

By 6 months following training sessions on serving Spanish speaking customers, 50% of the participants will be able to use basic Spanish phrases.

By 3 months following a training session on defusing angry customers, 50% of the participants will demonstrate two techniques to defuse anger.

By one year following a training session on customer service, new employees will demonstrate competencies designated by the library in providing good customer service.

By the end of a training session on assisting customers, 80% of the participants will be able to demonstrate knowledge of the Dewey Decimal Classification System by shelving books with 90% accuracy