



Small Acts Set Your First HR Goal in 4 Steps



HOW TO USE THIS WORKSHEET

Business goals don't move without people. This worksheet walks you through connecting the dots between what the business needs and the HR work that will actually drive results. Instead of trying to fix everything, focus on the one issue that creates the biggest unlock for the business.

- 1. Start with one business goal the organization already cares about. You don't need to invent a new one for HR**
- 2. Diagnose the people-based blockers preventing progress toward that goal.**
- 3. Choose one HR action that directly addresses the blocker.**
- 4. Define how you'll measure success so you'll know whether your action worked.**
- 5. If you finish this worksheet, congratulations! Your first meaningful, business-aligned HR goal is written.**



Step 1: What is the business goal?

What big outcome is the organization trying to achieve in the next 3-12 months?

Examples: increase revenue, improve customer satisfaction, reduce errors, shorten delivery time, launch a new product, reduce turnover.

Business goal:

Step 2: What people-based challenge is slowing it down?

Choose the primary HR dependency that is blocking progress toward the business goal. Not all may apply, you will want to pick the strongest one, not all five.

- **Capability**

- Do we have the right skills to achieve this goal?
- Are managers equipped to lead toward this goal, or are they improvising?

Do employees understand what success looks like and have the necessary training/tools to achieve it?

- **Capacity**

- Do we have enough of the right people to sustain this goal?
- Are workloads already maxed out and burnout risks high?
- Are we depending too heavily on a few “go-to” people?

- **Consistency:**

- Are we doing things the same way, every time?
- Are systems predictable or are we relying on tribal knowledge?
- Are expectations and accountability clear?

- **Retention + Continuity**

- Can we keep the people who are critical to this goal long enough to succeed?
- Who are the “load-bearing walls” of the business?
- Why do they stay, and what might make them leave?

- **Alignment + Understanding**

- Does everyone know how their work connects to the business goal?
- Are competing priorities working against each other?
- Do incentives reward the behaviors that actually drive the goal?

Primary people challenge:

Why this is the root cause (not just a symptom):

Step 3: What HR action will address this challenge?

Choose one HR action that will meaningfully move the business goal forward. It should directly solve, or meaningfully reduce, the challenge you identified above.

Examples: targeted skills training, manager development, hiring plan, SOP rollout, workload balancing, stay interviews, incentive realignment, KPI dashboards, performance expectations refresh.

HR action:

Step 4: How will you measure success?

If the HR action is working, what will improve and how will you know?

Examples: reduced turnover, improved customer ratings, fewer errors, shorter onboarding time, more applicants per role, higher employee clarity, less overtime, bottlenecks removed.

Measurement of success (metric or milestone):

Timeline for evaluating progress:

Final Output: Your First HR Goal To support the business goal of

We will focus on the people challenge of

by taking the HR action

and we will measure success by
