

How to Write a Learning Objective

By Kathleen Clark, MPC

Four Parts of a Learning Objective

1st Part:

Describe a goal with an “action word”
i.e., demonstrate, create, develop

Develop a written procedure manual, which can be used by any supervisor as a guideline for training new employees

2nd Part:

Describe how your goal will be accomplished using the word “**by**” to connect the parts
i.e., by making, by writing, by describing

by maintaining a daily log of my activities, listing duties and responsibilities with feedback from both co-workers and supervisor

3rd Part:

Explain how your goal will be evaluated

to the satisfaction of my supervisor and co-workers

4th Part:

Provide a date you believe the project or learning objective will be completed.

by the end of May 2009.

Completed Learning Objective:

Develop a written procedure manual, which can be used by any supervisor as a guideline for training new employees by maintaining a daily log of my activities, listing duties and responsibilities and getting feedback from both co-workers and supervisors to the satisfaction of my supervisor and co-workers by the end of May 2009.

CRITERIA for LEARNING OBJECTIVES

<i>S</i> <i>pecific</i>	<i>Make sure you state exactly what will be accomplished.</i>
<i>M</i> <i>easurable</i>	<i>Consider how your supervisor will evaluate your project.</i>
<i>A</i> <i>ction-Oriented</i>	<i>Focus on action-that can be seen, heard, read, analyzed, etc.</i>
<i>R</i> <i>ealistic</i>	<i>Consider personal and professional constraints.</i>
<i>T</i> <i>imely</i>	<i>You must complete your project during the semester.</i>

ACTION WORD LIST

Activate	Create	Instruct	Reduce
Adjust	Decrease	Insert	Remove
Aid	Deliver	Introduce	Repair
Analyze	Demonstrate	Investigate	Repeat
Apply	Describe	Learn	Replace
Arrange	Design	Lengthen	Report
Articulate	Detect	Limit	Reproduce
Assemble	Develop	List	Research
Assist	Direct	Locate	Restructure
Build	Display	Maintain	Review
Calculate	Devise	Match	Revise
Categorize	Edit	Modify	Rewrite
Change	Establish	Monitor	Select
Check	Estimate	Motivate	Separate
Collect	Evaluate	Obtain	Set up
Combine	Expand	Perform	Simplify
Communicate	Explain	Permit	Summarize
Compare	Gain	Place	Supervise
Compile	Identify	Plan	Train
Compose	Illustrate	Process	Update
Compute	Implement	Produce	Verbalize
Conduct	Improve	Provide	Verify
Construct	Increase	Prepare	Write
Contrast	Indicate	Rearrange	
Convert	Inspect	Record	
Coordinate	Institute	Recruit	

Sample Learning Objectives

1. **COMMUNICATION**-Reads, writes, speaks, and listens effectively so others understand them.
 - Improve my verbal communication skills by accurately presenting new product information to customers to my supervisor's satisfaction by May 15th.
 - Demonstrate effective listening by repeating customer inquiries to my supervisor's satisfaction by May 20th.
2. **CUSTOMER SERVICE**-Greets, listens, assesses needs, and attempts to solve concerns with a positive attitude. Respects diversity.
 - Develop customer service skills by promptly greeting and offering assistance to all patrons to my supervisor's satisfaction by May 15th.
 - Reduce patient dissatisfaction by increasing the speed of order delivery to my supervisor's satisfaction by April 30th.
3. **TIME MANAGEMENT**-Meets schedules, demonstrates promptness, prioritizes tasks and achieves goals in a timely manner.
 1. Reduce delays in production line by analyzing and eliminating bottlenecks in process as measured by supervisor by May 20th.
 2. Complete all my back office service duties including stocking, cleaning, and food prep every shift to my supervisor's satisfaction by May 25th.
4. **HONESTY/INTEGRITY**-Exhibits trustworthiness and ethical behavior, respects confidentiality.
 - Improve client confidentiality by creating a new confidential tracking system for 10 clients , with input from my supervisor by April 30th.
 - Ensures patient record confidentiality by reading and abiding by HIIPA regulations to the satisfaction of my supervisor by May 1st.
5. **INTERPERSONAL SKILLS**-Resolves conflicts and respectfully interacts with others from diverse backgrounds and experiences.
 - Assist my fellow workers by contributing to best practices discussions to the satisfaction of my supervisor by April 30th.
 - Improve my interpersonal skills by respectfully asking for assistance and expressing appreciation to my co-workers for their assistance to the satisfaction of my supervisor by May 1st.

Sample Learning Objectives

6. **MOTIVATION/INITIATIVE**-Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.
 - Demonstrate initiative by changing product displays on a weekly basis to my supervisor's satisfaction by May 18th.
 - Decrease data entry errors by devising cross checking system to the satisfaction of my supervisor by May 19th.

7. **PROFESSIONALISM/WORK ETHIC**-Creates a positive impression through dress, conduct and attitude. Demonstrates willingness to work, loyalty, and punctuality.
 - Improve professional demeanor by providing feedback to others in a way that is objective and promotes productive communication to the satisfaction of my supervisor by May 30th.
 - Demonstrate improved work ethic by completing duties before the end of my shift to the satisfaction of my supervisor by April 25th.

8. **TEAMWORK**-Works effectively, positively and actively with others and is able to work with diverse teams, negotiate and manage conflict.
 - Reduce office discord by developing a break and lunch schedule that meets office and employee needs to the satisfaction of my supervisor by May 1st.
 - Improve team sales by developing a team sales goal strategy to the satisfaction of my supervisor by May 15th.

9. **ANALYTICAL SKILLS**-Assesses situation accurately, seeks multiple perspectives, and suggests solutions.
 - Analyze the errors of the night shift by detailing the number of each error type to the satisfaction of my supervisor by May 1st.
 - Track the orders received in a week to determine the restocking requirements to the satisfaction of my supervisor by April 15th.

Sample Learning Objectives

10. **FLEXIBILITY/ADAPTABILITY**-Creatively problem solves, shows flexibility in changing work situations, multi-tasks and communicates effectively.
 - Increase flexibility by cross training with co-workers to the satisfaction of my supervisor by April 25th.
 - Respond to customer complaints by developing new procedures for accepting returned merchandise to the satisfaction of my supervisor by May 5th.

11. **TECHNOLOGY**-Meets technical requirements including computer skills and understands trends and developments in work field.
 - Increase the use of technology in department by introducing new computer program to team mates to the satisfaction of my supervisor by May 3rd.
 - Expand the use of technology by teaching one Excel short cut to teammates each week to the satisfaction of my supervisor by April 30th.

12. **JOB KNOWLEDGE**-Acquires skills, follows procedures to accurately and efficiently perform job duties.
 - Document job duties by writing procedure manual to the satisfaction of my supervisor by April 27th.
 - Dispose of biohazard waste from the patient rooms by following correct hospital procedures to the satisfaction of my supervisor by May 1st.

13. **LEADERSHIP**-Leverages the strengths of others to achieve common goals: uses interpersonal skills to coach and develop others.
 - Improve employee performance by acknowledging incremental changes in positive behavior to the satisfaction of my supervisor by April 20th.
 - Reach department goals by coaching employees with substandard work habits to the satisfaction of my supervisor by May 16th.