

## Goal Wizard Learning Plan and Activity Log

Goal	Competency	Competency Description/Performance Indicator
1	1.2	<b>Works within personal and professional limitations and abilities.</b> ....Performance Indicators 1.2.1 Identifies and takes the appropriate steps to maintain and enhance competence. 1.2.4 Seeks timely and appropriate advice and guidance to provide optimal service.
2	1.3	<b>Applies customer-centered principles in practice.</b> ....Performance Indicators 1.3.1 Applies strategies that engage the customer in a collaborative approach. 1.3.3 Builds rapport and trust within the relationship while respecting boundaries. 1.3.9 Recognizes and incorporates knowledge of cultural and/or religious foods, practices and preparation.
3	3.1	<b>Demonstrates and applies leadership skills.</b> ....Performance Indicators 3.1.1 Identifies strengths and opportunities for self-improvement and improvement in others. 3.1.2 Fosters a culture in which diversity and cross-team collaboration are valued. 3.1.7 Participates in the development of the organizations strategic plan, mission and vision.
4	6.1	<b>Leads, manages and/or participates in quality improvement and customer satisfaction activities to improve delivery of services.</b> ....Performance Indicators 6.1.1 Recognizes and identifies systems errors and risk reduction measures. 6.1.3 Establishes goals for improving quality of services provided. 6.1.6 Develops and implements strategies, techniques and tools for process improvement in consultation with others. 6.1.8 Monitors quality of own work and engages in continuing education and professional development to enhance practice knowledge.
5	9.6	<b>Uses effective counseling and coaching skills and strategies in practice.</b> ....Performance Indicators 9.6.1 Determines and applies counseling theories, psychological methods and strategies that empower customers to make changes. 9.6.6 Assists with resolution of barriers to achieving counseling and coaching goals. 9.6.7 Determines if further action is required as follow-up to counseling and coaching.
