

# 1. Define the End Game

In Completed Staff Work, a clear end game keeps everyone on track. You're defining what "done" looks like, so you can steer all your work toward that goal. Here's how to define it so there's no confusion about success.

## Step 1: Describe the Ideal Outcome in One Sentence

Think about the finish line. What does success look like when it's all wrapped up? Describe it in one clear, specific sentence.

**Ask Yourself:** What would an outsider see if they looked at this outcome? How would they know this project hit the mark?

**“When this project is finished, we will have [specific outcome] that [what it will impact].”**

**Example:** “When this project is finished, we will have an updated workflow that reduces approval times and increases efficiency across departments.”

Keep it simple. The clearer your outcome, the easier it'll be to stay on course.

## Step 2: Define the Measurable Indicators of Success

Identify what you'll measure to confirm success. These are your signals that things are going right—measurable, observable, and tied to your goal.

**Ask Yourself:** How will I know this goal is a reality? What would prove to me (and everyone else) that we reached our end game?

**Example:**

1. Approval times drop by 30%.
2. Employee satisfaction scores improve by 20%.
3. A new checklist is adopted by at least 90% of team members.
4. Monthly error rates decrease by 15%.

**Pro Tip:** Stick to indicators that matter most to your goal. More is not better—pick 3 to 5 key measures.

### **Step 3: Reflect on the “Why”**

Think about why this end game matters. A strong reason drives focus and motivation, keeping everyone invested in reaching the goal.

**Ask Yourself:** Why is this goal worth pursuing? How will it make a positive impact on our team, department, or organization?

A powerful “why” keeps the goal relevant and helps align your team.

### **Final Checklist**

Before you’re done, make sure:

- **Your end game is clear and specific.**
- **You have measurable indicators that signal success.**
- **Your reason for the goal is meaningful and aligns with your team’s needs.**