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rolling 90 day action plan

Developing rolling 90 day action plan

1. Agree on the overall objective

Example
Overall objective:
To improve professionalism and product knowledge throughout team.

2. Determine if your objective is measurable

How will you know when you have achieved your objective
Example
Customer survey
Management and team observations
Product training assessments.

3. Identify the factors that are currently helping or hindering the achievement of your objective

For example:

OVERALL OBJECTIVE	
What will help you move toward your objective	What will stop you from achieving your objective
• Enthusiasm of team • General good attitude towards customers and each other • Systems/processes in place to foster professionalism: • Product and skills training	• Those with 'not my job' attitude • Understanding what is professional and courteous • Lack of on the job coaching • Telephone system • Lack of overall 'team spirit.' • Coaching skills

4. Record the actions that need to be taken to achieve your objective. Break them down into small achievable chunks.

Example
Managers to provide example to team members and customers at all times
Management team to agree on standards of performance
Team meeting to communicate standards of performance
Identifying skills gaps and providing coaching
Developing coaching skills of Managers and senior team members
Telephone skills training for front line team members
Product knowledge training - external and internal
Monthly team meetings to review performance and focus on development of specific areas

5. Allocate roles and responsibilities

Example

Action	Responsibility
Managers to provide example to team members and customers at all times	All managers. To take effect immediately
Team meeting to communicate standards of performance	Departmental Managers. Within 30 days
Implement reward system Determine appropriate reward system Communicate to team Implement	Action team (manager and team members) 90 days
Development of coaching skills Attend coaching skills training Identify skills gaps Develop individual coaching plans	Managers Senior team members (60-90 days)

6. Confirm review process

Example
Review results of team 'performance standards' meetings with departmental managers. (Within 30 days)
Review impact of coaching training and initiatives (within 60 days)
Review key messages from training programs and identify ways to support in centre at 60 days (within 60-90 days)

7. Review, realign and continue

At 30 days:

- Review your plan and achievement
- Identify further actions that need to be taken
- 'roll up' the 60 day and 90 day actions
- Focus on continuous improvement by planning up to 90 days ahead.

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Overall objective: _____

How will we achieve this within the next 30 days	Responsibility	Results achieved (Yes/No)

Measure/Review

How will we achieve this within the next 60 days	Responsibility	Results achieved (Yes/No)

Measure/Review

How will we achieve this within the next 90 days	Responsibility	Results achieved (Yes/No)

Measure/Review