

MeasureNow Development Plan

Ensure that development energy and resources are spent in a cost effective and efficient manner. Target areas for development and then formulate a specific plan to develop the identified knowledge, skills, and abilities.



Use easily

Familiar, intuitive work tools make it easy for your employees to get started fast, with little training.

Competency-Based Integration

Use competencies and job expectations from your 360° feedback results, assessments, compliance, and performance appraisal to complete the framework of an employee's development plan.

Planned Actions

Development action items that are business initiative and career development driven to focus limited resources at the appropriate point and at the appropriate level.

Offer 24/7 access

Access is at each employee and supervisor's fingertips to keep discussions of performance and ongoing feedback active as an integral part of their daily work activities.

Integration with training providers

Integrates with multiple web-based training content solutions.

COMPETENCY and OBJECTIVE	ACTIVITIES	RESOURCES	CHECKPOINTS / COMMENTS	ACTION
Focus on Customer Excellence Sensitive to customer needs; seeks to exceed customer expectations; displays sense of urgency with customer in mind; identifies innovative opportunities to benefit the customer Integrate customer data from surveys and customer comment cards to improve in-store sales process.	Activity: • Attend statistical analysis workshop • Lead a team of members to conduct in-person customer surveys • Research current retail customer information, statistics Training: • Customer Service Excellence Video Course	•Time for member surveying	•Monthly update to manager Initial improvements suggested by June 2009 • DUE DATE : TBD • COMPLETED: No	EDIT REMOVE

DEVELOPMENT PLAN
Development Activities (Job-based activities, Learning from others/self, coursework...)

PLAN ACTIVITIES CHECK POINTS FINISH

Development Activities (Job-based activities, Learning from others/self, coursework...)

Focus on Customer Excellence

OBJECTIVE:

Layout development activities that will aide in meeting your objectives.
(Click on the buttons to build or change activities)

Job_based Activity Feedback Coaching Training Books and Media

• Attend statistical analysis workshop
• Lead a team of members to conduct in-person customer surveys
• Research current retail customer information, statistics

Training:
• Customer Service Excellence Video Course

Resources:
• Time for member surveying



Request a webcast demonstration at **1.800.809.8309** or visit our website **www.measurenow.net**

Contact us today!

