## Individual Development Plan

Employee Name  
Title  
Department or Division

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| Short Range Goals (1 -2 years)   * Improve customer service quotient * Attain a comprehensive understanding of the customer service lifecycle * Improve trouble-shooting capabilities and CRM documentation | Long Range Goals (2-5 years)   * Develop supervisory and performance management competencies * Qualify for promotion to a Customer Service Lead position |

**Competency Enhancements Required**

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| **Targeted Competency/Skill** | **Development Activity** | **Measure of Success** | **Completion Date** |
| Responsive customer service | Internship with John P. | Achieve “Excellent” success rating for customer support tickets and reduce issue response times by 15% | April 2017 |
| Level Two CS support | Complete Level Two CS training sequence | Attend L2 training sequence and pass all related competency assessments | September 2017 |
| Efficiently diagnose and solve customer issues | Attend CRM 2017 Conference | Implement new business process for rapidly diagnosing and solving customer issues | March 2018 |
| Supervision and performance management | Training and on-the-job experience | Attain the Supervisory Challenge certification | Fall 2018 |
| Level Three CS support | Job-shadow L3 support representative | Progress reports and statistics from L3 supervisor | Spring 2019 |