

Excel at Frontline Leadership

Business Unit	Pillar Title	Unique Participants	Pillar Completions	Pillar Completions %
✓ Community Solutions	✓ Pillar1 - People Leader Fun..			
✓ Corporate -CCL	✓ Pillar2 - Build Leadership H..			
✓ Customer Operations	✓ Pillar3 - Think and Act Like..			
✓ Field Operations	✓ Pillar4 - Execute for Success	416	228	54.81%
✓ Sales and Marketing				

[illegible]

Frontline Leader Orientation

EXCEL

Pillar Progression Status

Run Date: Run From: Run To: Run By:

Completed: **205** On Track: **54** Pending: **77** Failed: **51** Completed: **38**

Description	Code	Risk	Mile	Progress	Requirement	All Requirements	Remarks	
1. Project Initiation	1001	Low	100%	100%	100%	100%	Completed	
2. Project Planning	2001	Low	100%	100%	100%	100%	Completed	
3. Project Execution	3001	Low	100%	100%	100%	100%	Completed	
4. Project Monitoring	4001	Low	100%	100%	100%	100%	Completed	
5. Project Closure	5001	Low	100%	100%	100%	100%	Completed	
6. Project Review	6001	Low	100%	100%	100%	100%	Completed	
7. Project Reporting	7001	Low	100%	100%	100%	100%	Completed	
8. Project Archiving	8001	Low	100%	100%	100%	100%	Completed	
9. Project Handover	9001	Low	100%	100%	100%	100%	Completed	
10. Project Final Review	1002	Low	100%	100%	100%	100%	Completed	
11. Project Post-Mortem	1101	Low	100%	100%	100%	100%	Completed	
12. Project Lessons Learned	1201	Low	100%	100%	100%	100%	Completed	
13. Project Archiving	1301	Low	100%	100%	100%	100%	Completed	
14. Project Handover	1401	Low	100%	100%	100%	100%	Completed	
15. Project Final Review	1501	Low	100%	100%	100%	100%	Completed	
16. Project Post-Mortem	1601	Low	100%	100%	100%	100%	Completed	
17. Project Lessons Learned	1701	Low	100%	100%	100%	100%	Completed	
18. Project Archiving	1801	Low	100%	100%	100%	100%	Completed	
19. Project Handover	1901	Low	100%	100%	100%	100%	Completed	
20. Project Final Review	2002	Low	100%	100%	100%	100%	Completed	
21. Project Post-Mortem	2102	Low	100%	100%	100%	100%	Completed	
22. Project Lessons Learned	2202	Low	100%	100%	100%	100%	Completed	
23. Project Archiving	2302	Low	100%	100%	100%	100%	Completed	
24. Project Handover	2402	Low	100%	100%	100%	100%	Completed	
25. Project Final Review	2502	Low	100%	100%	100%	100%	Completed	
26. Project Post-Mortem	2602	Low	100%	100%	100%	100%	Completed	
27. Project Lessons Learned	2702	Low	100%	100%	100%	100%	Completed	
28. Project Archiving	2802	Low	100%	100%	100%	100%	Completed	
29. Project Handover	2902	Low	100%	100%	100%	100%	Completed	
30. Project Final Review	3003	Low	100%	100%	100%	100%	Completed	
31. Project Post-Mortem	3103	Low	100%	100%	100%	100%	Completed	
32. Project Lessons Learned	3203	Low	100%	100%	100%	100%	Completed	
33. Project Archiving	3303	Low	100%	100%	100%	100%	Completed	
34. Project Handover	3403	Low	100%	100%	100%	100%	Completed	
35. Project Final Review	3503	Low	100%	100%	100%	100%	Completed	
36. Project Post-Mortem	3603	Low	100%	100%	100%	100%	Completed	
37. Project Lessons Learned	3703	Low	100%	100%	100%	100%	Completed	
38. Project Archiving	3803	Low	100%	100%	100%	100%	Completed	
39. Project Handover	3903	Low	100%	100%	100%	100%	Completed	
40. Project Final Review	4004	Low	100%	100%	100%	100%	Completed	
41. Project Post-Mortem	4104	Low	100%	100%	100%	100%	Completed	
42. Project Lessons Learned	4204	Low	100%	100%	100%	100%	Completed	
43. Project Archiving	4304	Low	100%	100%	100%	100%	Completed	
44. Project Handover	4404	Low	100%	100%	100%	100%	Completed	
45. Project Final Review	4504	Low	100%	100%	100%	100%	Completed	

Pillar Progression Status

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Progress within Pillars

Last Updated on : 05/24/2024 02:35 PM EST

Frontline Leader Orientation

Business Unit
All

Department
All

Transcript Status
All

Internal - External Hire
All

Completed 358

No Show 4

Registered 19

Participant	Leader Email	Participant Email	Transcript Status	Department	HR Representative	ILT - Part Start Dat
Adams, Jean	Matthew.Nave@charter.com	Jean.Adams@charter.com	Completed	Resi Inbound Sls	Timmons,Twillia Yvonne	4/26/2024 11:30:00 A
Aguilar, Gabriela	Gary.Fuentes@charter.com	Gabriela.Aguilar@charter.com	Registered	Resi Retention	Johnson,Ludvia Melieka	6/3/2024 11:30:00 AN
Alanis, Blanca	Milton.Mendoza@charter.com	Blanca.Alanis@charter.com	No Show	Resi Inbound Sls	Madrigal,Damaris	5/17/2024 11:30:00 A
Alegria, Luis	Rigoberto.Santana@charter.com	Luis.Alegria@charter.com	Completed	Stores	Greenhow,Gayle E	4/19/2024 11:30:00 A
Ali, Ayesha Alina	Gary.Fuentes@charter.com	AyeshaAlina.Ali@charter.com	Completed	Resi Retention	Chisholm,Marcus A	4/19/2024 11:30:00 A
Ali, Basil	Andrew.Tapia@charter.com	Basil.Ali@charter.com	Registered	MTS 50+	Zabayle,Robert D	5/28/2024 11:30:00 A
Allen, Amanda	Shannon.Ingram@charter.com	Amanda.Allen@charter.com	Completed	RMD	Stevens,Irma B	3/4/2024 11:30:00 AN
Allen, Craig	Eric.Padilla@charter.com	Craig.Allen@charter.com	Completed	Resi Retention	Allen,Shaquia	4/1/2024 11:30:00 AN
Alten Jr, Carl	Panagitis.Konstandenos@charter.c..	Carl.Alten@charter.com	Completed	Field Ops	Del Rio,Angela	3/29/2024 11:30:00 A
Andrews, Ronald	Darcy.Thurston@charter.com	Ronald.Andrews@charter.com	Completed	MTS 50+	Alicea,Latonia	4/26/2024 11:30:00 A
Arias, Juan	Daniel.Rios@charter.com	Juan.J.Arias@charter.com	Registered	Resi Retention	Flores,Aaron Michael	5/31/2024 11:30:00 A
Arnold, Napoleon	Terrence.Jones@charter.com	Napoleon.Arnold@charter.com	Completed	SMB OTM	Brown - Weaver,Cherry Ly..	2/26/2024 11:30:00 A
Atilano, Alessandra	Gary.Fuentes@charter.com	Alessandra.Atilano@charter.com	Completed	Resi Retention	Chisholm,Marcus A	4/26/2024 11:30:00 A
Ayala, Antonio	Veronica.Baquera@charter.com	Antonio.Ayala@charter.com	Completed	Resi Inbound Sls	Delgado,Briana Isabel	5/10/2024 11:30:00 A
Babagana, Kolo	Kiwana.Thomas@charter.com	Kolo.Babagana@charter.com	Completed	Mob Repair CustServ	Albanese,Monique A	2/16/2024 11:30:00 A
Bailey, Nathan	Mario.Stuckey@charter.com	Nathan.Bailey@charter.com	Completed	RMD	Elder,Lakisha	2/26/2024 11:30:00 A
Baker, Chantone	Candace.Houston@charter.com	Chantone.Baker@charter.com	Completed	Resi Retention	Frederick,Vernell Rosette	3/8/2024 11:30:00 AN
Balboa, Josue	Eric.Garza@charter.com	Josue.Balboa@charter.com	Completed	Resi Retention	Flores,Aaron Michael	5/17/2024 11:30:00 A

▶▶ There's a **strong connection** here.

Spectrum

Pillar Progression Status

Status
■ Completed
■ Falling Behind
■ On Track
■ Past Due
■ Orientation Not ..

Pillar Title
All

Business Unit
All

Department
All

Program Start Month
All



Pillar Status
All

On Track 202

Falling Behind 50

Past Due 104

Completed 273

Participant	Leader Email	Department	HR Representative	Business Unit	Management Area	Internal - External Hire	Pillar Title	Comp %	Completed Date	
Adams, Jean	Matthew.Nave@charter.co...	Resi Inbound Sis	Timmons,Twillia Yvonne	Sales and Marketing	CC-Riverview Call Center	Internal	Pillar1 - Peo..	100	5/15/2024	Completed
							Pillar2 - Buil..	70		On Track
Aguilar, Gabri..	Gary.Fuentes@charter.com	Resi Retention	Johnson,Ludvia ..	Sales and Marketing	CC-San Antonio Blue..	Internal	Pillar1 - Peo..	0		Orientation N..
Alanis, Blanca	Milton.Mendoza@charter.c..	Resi Inbound S..	Madrigal,Damaris	Sales and Marketing	CC-San Antonio Hwy..	Internal	Pillar1 - Peo..	0		Orientation N..
Alegria, Luis	Rigoberto.Santana@charte..	Stores	Greenhow,Gayle E	Sales and Marketing	MS-West-Region Office	Internal	Pillar1 - Peo..	100	5/20/2024	Completed
							Pillar2 - Buil..	10		On Track
Ali, Ayesha Alina	Gary.Fuentes@charter.com	Resi Retention	Chisholm,Marcus A	Sales and Marketing	CC-San Antonio BlueCrest CC	Internal	Pillar1 - Peo..	100	5/10/2024	Completed
							Pillar2 - Buil..	78		On Track
Ali, Basil	Andrew.Tapia@charter.com	MTS 50+	Zabayle,Robert D	Community Solutio..	CS-West-Region Offi..	Internal	Pillar1 - Peo..	0		Orientation N..
Allen, Amanda	Shannon.Ingram@charter...	RMD	Stevens,Irma B	Sales and Marketing	MS-Texas-Region Off..	External	Pillar1 - Peo..	60		Past Due
Allen, Craig	Eric.Padilla@charter.com	Resi Retention	Allen,Shaquia	Sales and Marketing	CC-Lake Mary Call Center	Internal	Pillar1 - Peo..	100	5/3/2024	Completed
							Pillar2 - Buil..	13		Falling Behind
Alten Jr, Carl	Panagitis.Konstandenos@c..	Field Ops	Del Rio,Angela	Field Operations	FO-Midwest Central	Internal	Pillar1 - Peo..	100	5/8/2024	Completed
							Pillar2 - Buil..	68		On Track
Andrews, Ronald	Darcy.Thurston@charter.c..	MTS 50+	Alicea,Latonia	Community Solutions	CS-Northeast-Region Office	External	Pillar1 - Peo..	100	5/24/2024	Completed
							Pillar2 - Buil..	13		On Track
Arias, Juan	Daniel.Rios@charter.com	Resi Retention	Flores,Aaron Mi..	Sales and Marketing	CC-Pharr TX Maco Dr	External	Pillar1 - Peo..	3		Orientation N..
Arnold, Nanol	Terrence.Iones@charter.co..	SMB OTM	Brown - Weaver	Sales and Marketing	CC-Charlotte Forest ..	Internal	Pillar1 - Peo..	13		Past Due

▶▶ There's a **strong connection** here.

Charter
COMMUNICATIONS

Progress within Pillars

Participant		Business Unit	Department	Curriculum Title	HR Representati..	Transcript Status
User ID	Participant	Department	Curriculum Title	Training Title	Transcript Status	Completion Date
P2133668	Bonds, Dee	Provision & Act Ctr	EXCEL at Frontline Leadership - Orientation	EXCEL at Frontline Leadership Orientation	Completed	5/20/2024
			EXCEL at Frontline Leadership - People Leader Fundamentals	Charter Time for Frontline Leaders	Completed	5/15/2024
				Coaching at Charter Introduction	Completed	5/15/2024
				Communication Styles for Leaders	Completed	5/15/2024
				Corporate Physical Security: Security Awarene..	Completed	5/15/2024
				Corrective Action Tool Overview for Leaders a..	Completed	5/16/2024
				DDI: Boost Your Resilience	Completed	5/16/2024
				DDI: Coaching the Whole Person	Completed	5/16/2024
				DDI: Creating a Coaching Culture on Your Team	Completed	5/16/2024
				DDI: Embracing Change: Yourself & Others	Completed	5/16/2024
				DDI: Ensuring Your Team Avoids Burnout	Completed	5/16/2024
				DDI: Finding Control During Change	Completed	5/16/2024
				DDI: Gaining Momentum as a New Leader	Completed	5/15/2024
				DDI: Giving Feedback for Improvement	Completed	5/16/2024
				DDI: Giving Positive Feedback	Completed	5/16/2024
				DDI: Handling Emotional and Upset Employees	Completed	5/16/2024
				DDI: Managing a Multigenerational Team	Completed	5/16/2024
				DDI: Wellbeing at Work	Completed	5/16/2024
				End of Pillar Evaluation for Iiy Excel at Frontlin..	Completed	5/16/2024
				EXCEL at Frontline Leadership Progress Tracker	In Progress	
				EXCEL at Frontline Leadership: People Leader ..	Completed (Equival..	5/13/2024