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| Annual Performance Reflection | | | |
| |  |  |  |  | | --- | --- | --- | --- | | Name: |  |  |  | | |  |  | | --- | --- | | Manager/Supervisor: |  | | | |  |  | | --- | --- | | Date: |  | |
| Overview: (What is the current operating context for the organisation/team?) | | | |
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| 1. **REFLECTION** | | 1. **CHANGES** | |
| Achievements against role requirements, annual goals and KPIs. How did you go? What went well? What didn’t?   |  | | --- | | * Finding different methods or managing work/tasks eg. Creating views and tags on Zendesk. Utilising Microsoft To Do for Windows. * Network switch for multiple laptop builds * Having Sue, Maureen & Bradley now next door for help – they have been super helpful and have gained more NAXT and CAT related knowledge which I have also added into my word notebook. * Site visit to Allterra for network equipment setup with Ciaran – was a good experience. | | | What changed throughout the year e.g. change in role, new work, changes to scope, different to original plan   |  | | --- | | * Moved to Zendesk from Manage Engine – learning the features of Zendesk and how it all works. * Company split including IT so now we only support Terra Cat employees * Have been with the company for 1 year and 7 months now. * Switch to Samsung phones – was a challenging process – documentation sent out. * Switch to Dell laptops and PC’s – hasn’t really been an issue other than blue screens | | |
| 1. **CLARITY** | | 1. **FORWARD FOCUS** | |
| What did you learn about yourself (new skills / stretch goals). What held you back? What would you do differently? How is the pressure?   |  | | --- | | * I learnt that I am a vocal stresser. * Pressure is high since the split as there is only 3 of us (Not including Blair) so the ticket counts are high. * I can figure things out myself if I really try – sometimes I can even surprise myself on how I figured something out. | | | Challenges for the year ahead: business/operational priorities, values/behaviours, main personal challenge   |  | | --- | | * Managing work, life, exercise, and sleep balance – struggling a bit – not enough hours in the day to do everything. * Moving away from Touchpoint and going to Teams calling * Need to get back into regular Pluralsight/Linkedin learning * Keep gaining as much knowledge as possible and continue to add notes for future reference, take up any opportunities that arise, | | |
| Managers comments: (and checkback for shared understanding) | | | |
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