Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Date:6/05/2020

Name: Jess Beattie

Overview: *(what is the current operating context for the organisation/team?)*

We in lockdown working from home, answering calls via voicemail planning for level 2.

**2. NEXT MONTH**

**1. LAST MONTH**

*Challenges for the month ahead: business/operational, priorities, values/behaviours, main personal challenge.*

* *The plan at the moment (tbc) group A one week in office next working at home. (will be the only one working in the CHC office first thing in the morning.)*
* *Dealing with difficult tickets, phone calls*
* *Keep those tickets around 30*

*Achievements against last month’s goals. How did you go? What went well? What didn’t?*

* *Great job working on your tickets, phones*
  + *Especially putting in the extra customer effort, good communication.*
* *Trying to self improve with regards to ticket management (trying to get even more organised)*
* *Finding it hard when asking for assistance on tickets from the team.*



Managers comments: *(and check back for shared understanding) Love the work your doing, keep it up come to me if you have any concerns issues need help.*

*Establish your agreed actions for box 2 – what will you keep doing, stop doing, start doing? What do you need to do in the next 48 hours to get started?*

* *Feel free to bring up an issue in team meeting to see if anyone else has the same issue.*
* *Have created a time each week for you to do plural sight, find something you’re interested in or want to learn more about.*

*From box 2, what is going well? What could hold you back? What are you missing? How is the pressure? What support might you need?*

* *We will see how the level 2 set up is working and adapt as needed.*
* *Pressure is not to bad (good organisation)*

**4. AGREED ACTIONS**

**3. CLARITY**