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 are all back at work. Back on the phones.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Getting tickets under control again. (new tickets with no solution coming in, needing to learn what to do)*
* *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)*
* *Good being back on the phones (back to normal)*
* *Pair ups with senior has been working well.*



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?*

* *Having a ticket ready to ask Me, Tim, Ciaran, Steph etc.*
* *Make sure you do plural sight time even if you have a lot of tasks.*

*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?*

* *More pair ups to help with tickets and get to know team better.*
* *Putting pressure on yourself.*

**4. AGREED ACTIONS**

**3. CLARITY**