Date:14/07/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

Gearing up for year end, just trying to get through tickets.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Good satisfaction results.*
* *Got your tickets down to 30 at one stage which was great, has crept back up to 50*
* *Worked real hard and less SLA breaches which showed that you were replying to requesters quite quickly.*
* *Busy with Year end work.*
* *Have created automations in Zendesk for yourself to remind you about certain things and keep you on track.*

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

* *Fix up ya personal health*
* *Laptop builds have come in, working through them.*



IDP Review: *(and check back for shared understanding) Customers gave a good satisfaction score to you. Need to start up more training times again. Creating CRM documents for the wider Terra staff and also ones for just the Service Desk.*

*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?*

* *Let me know if we need to switch shifts or set up an adaptive work plan as you go on to your medication.*
* *Set up a ticket time with me and I will look for a time that suits for studying from home.*

*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?*

* *Working on oldest tickets every day as we will be reporting more on it to the KPO meetings and it will give better customer service.*
* *A lot of stuff you want to study on Plural sight and linkedin but too many tasks and tickets to do.*
* *More ticket time would be good.*

**4. AGREED ACTIONS**

**3. CLARITY**