**Interviewer - Monthly One-to-One Form**

**Month being reviewed:** {date}

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| --- | --- | --- | --- |
| Employee’s Name: {agentName} | Date of meeting: |  |  |
| **Key Performance Indictors (Comments)** | **Target** | **Actual** | **Last Month** |
| **Contribution** | {contTarget}% | {contActual}% | {contPrevious}% |
| **Average Quality Score** | {qcTarget} | {qcActual} | {qcPrevious} |
| **Average Dials** | {dialsTarget}ph | {dialsActual}ph | {dialsPrevious}ph |
| **Sickness/Attendance/Time Keeping** | {nsTarget} no shows  {sickTarget} sicknesses | {nsActual} no shows  {sickActual} sicknesses | {nsPrevious} no shows  {sickPrevious} sicknesses |

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| **Review of last month's actions/performance** |
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| **Key successes** | **Development Needs** |
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| **Well-being and Mental Health** |
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| **Interviewer Feedback/Input** |
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| **Team Leader Comments (Regarding Above)** |
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**Actions from this meeting**

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| --- | --- | --- |
| **Action** | **Responsibility** | **By When** |
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| --- | --- | --- |
| **Current Performance** | | |
| Exceeding expectations | Meeting expectations | Not meeting expectations |
| **Reason for the above** | | |
|  | | |

**By signing this performance management form, both parties acknowledge that they have read and discussed the contents of the form.**

Employee’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_