Team Picione POC Plan

POC Schedule:

	Kayla Floyd	Tanner Sellers	Kyle Bohm
2/15	2-6pm	7-11pm	
2/16	2-6pm	7-11pm	
2/17	7-11pm	2-6pm	
2/18	7-11pm	2-6pm	
2/19		2-6pm	7-11pm
2/22	2-6pm	7-11pm	
2/23	7-11pm	2-6pm	
2/24		2-6pm	7-11pm
2/25	2-6pm	7-11pm	
2/26	7-11pm	2-6pm	
2/29	2-6pm	7-11pm	
3/1	7-11pm	2-6pm	
3/2	7-11pm	2-6pm	
3/3	2-6pm	7-11pm	
3/4	7-11pm	2-6pm	

If you are going to be out of the office contact Run Muth (614-325-4591) to ensure your schedule is updated and another POC is pulled

Daily Responsibilities:

1. **Daily Report** – Each day I would like an email from the closer that includes all coaching notes, what you covered in huddles/meetings, and any other important information you deem relevant to share to help me monitor how the team is doing (the opening POC should email the closing POC their notes, then the closing POC forward to me with theirs, etc.)
2. **Morning Huddle** - Prepare in advance (night before) so that you are educated and ready. In addition to the daily topic, highlight good performances from the previous day, and set goals for the day ahead. Make note of those not present. I will forward you the materials when I receive them (typically Friday of the previous week).

3. **Floor Support** – fairly self explanatory, try to help others use their resources without giving them the answers directly. Make sure to check your emotional intelligence, never let yourself show annoyance or anything other than urgency and energy so the team knows you want to help
4. **Customer Callbacks** – You can break them up however you see fit (1 a day, 16 at once, etc), however 16 customers need to be called back. You should choose which to call back based on failed surveys, or what is said in their verbatim. This is NOT an NPS callback and should not be based on NPS surveys. Do your best to have at least one for each rep. Only call the customer once, do not leave a message if they do not answer. If they answer, introduce yourself as an Interim Supervisor, tell them you are calling regarding a recent chat they had with [NAME], and that you saw their experience isn't what we expect. Then ask them if they'd like to share any feedback about what happened or how the rep can improve. You should record in a spreadsheet the customer name, mdn, and the outcome of the call.
5. **Disconnect Support** – When an employee says they have a disconnect chat approach it with a positive, energetic, and urgent demeanor. Do not coach them on what they did wrong and work to find things you can commend them for to show them we trust them. Ask questions to make sure you understand the root cause (this ensures the rep got to root cause), and see if there are any options the rep did not consider that we can offer. Simple as that!
6. **Team Meetings** – Fairly self explanatory, again preparation is important so you know what you are talking about. Go in with an agenda, I recommend sending it out in advance if you can. Work to keep everyone on task. Feel free to add additional topics proactively as you see fit to improve the performance of the team, and the results you want to drive.

Coachings:

ALL COACHINGS REQUIRE PREPARATION IN ADVANCE. You should have already pulled and reviewed the chats you will use in the coaching, as well as any relevant stats or other information or research you have done. Have a game plan in mind, and tell the rep what it is before you begin. Approach coaching like you would a chat, start with connection! When trying to help someone overcome a barrier, begin with discovery. Ask them what is going on, find out the whys behind their behaviors, get to the root cause. Then you can work with them find determine the steps to fix it. In the next coaching follow up on their progress. Make sure you provide time for the employee to bring any issues they have to the table, and always ask them if they need anything from you. Document the coaching, including everything you discussed, or anything the rep chose to not discuss. Don't hesitate to include things. I would prefer you document too much, not too little. I will provide you with a template of the Deliver the Promise Flow you can use to document reviewed chats, these will need to be forwarded to me with your daily reports each night so I may enter them into drive.

1. **60 Minute Coachings**
   a. These are prescheduled and I have sent you calendar invites to all of them

b. Must be rescheduled manually if the rep misses them ("Prescheduled 1x1")
c. For lack of a better explanation, in this coaching you cover everything! Prioritize your discussion to suit what you want to accomplish, but you should be talking about their stats, goals, review chats, create action plans, etc. Make sure you highlight important hot button topics like My Offers, TMP, Upgrades, Disconnects, etc.
d. These cannot be updated after the fact, try not to go over, but if you are make sure you schedule it before it happens (you'll just have to anticipate it in real time)

2. **15 Minute Touchbases**
    a. These are not prescheduled, you need to enter them in EMS as "Reinforcement 1x1", I have sent you invites for their normal times, please try to stick to them
    b. Must be rescheduled manually if the rep misses them
    c. This is a high level overview, quickly check in on their MTD performance. Don't review an entire chat, just highlight important sections of the one you chose that are relevant to things you've spoken to them about in previous coaching, or in their commitment, or as it relates to their current stats. Ask them how they are doing with their plans or commitment, see how you can help.
    d. If you go over you can extend them up to an additional 15 minutes after the fact in EMS
3. **15 Minute Outlier Touchbases**
    a. These are not prescheduled, nor have I sent invites, you must manually schedule them. Code them as "Reinforcement 1x1" in EMS. Work together to determine who does them, when, etc.
    b. These must be completed with any outliers on the team twice per month
    c. Outliers are considered anyone who is Developing in My Info YTD (it is possible that we have none)
    d. This is basically the same as a touchbase, but should be targeted at where the individual struggles and how to get them back to performing YTD, how you can help, how they are doing, etc.
    e. If you go over you can extend them up to an additional 15 minutes after the fact in EMS

Remember that Tony, Run, and I are all watching to see how you guys do. I'm really excited to see what you are capable of when you take the step of truly owning the team and it's results by being proactive. Don't be afraid to take risks. Sometimes you'll fail. What is important is what you learn from it, and how you respond to it. Make me proud!

Meeting: 5-6pm on 2/2/16

Attendees: Marc Picione, Kayla Floyd, Tanner Sellers

Subject: Proactive Engagement during POC Assignment

- Set expectation that we are looking for Kayla and Tanner to take the initiative and proactively work to drive results other than the typical metrics on the performance agreement and complete tasks above and beyond the expected deliverables
- Asked them to brainstorm 3 areas they would focus their additional time and efforts on, and to come up with a plan on how to drive desired results (2 completed in the hour, will schedule additional time for them to work together and present me with the 3rd area they wish to focus on)

1. My Offers
    a. Goal – improve discussed and accepted rates
    b. Measurable – compare January results to February results
    c. Action Plan
        i. Provide positioning for a new offer each day in daily huddles
        ii. Celebrate observed successes real time in team chat
        iii. Meet with outliers, uncover root cause, overcome barriers
2. Disconnects
    a. Goal – increase # of times reps approach leadership for help and lower our disconnect %
    b. Measurable – compare January disconnect % to February results
    c. Action Plan
        i. Frequent reminders in huddles, meetings, sametime for reps to approach us with disconnect chats
        ii. Celebrate good save attempts real time in team chat
        iii. Make the process quick and effortless
        iv. Use the opportunities I have to build rep confidence and trust through careful positioning of coaching
        v. Show energy and urgency when helping representatives to ensure they know we want to help them
3. ACT
    a. Goal – Decrease the total ACT per rep on the team.
    b. Measurable – Compare January results to February
    c. Action Plan
        i. Come up with some positioning for certain things that we can share with the team so they can more quickly respond to the customers.
        ii. Encourage the reps to search for answers In resources while waiting for an answer in team chat. This way in case no one gets to their question quickly they may still be able to find the answer in a timely fashion.
        iii. Have the reps come to us if their chat is greater than 30 minutes and they don't have it under control. For example a global chat or a network

extender chat can simply just take extra time but the rep has it under control.