# Team Picione Performance Showcase

**March 15, 2017**

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# Team Picione

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 97.14% | 94.48% | 3.91 | 92.5% | 3.99% |
| **2017 YTD** | 97.84% | 95.9% | 3.92 | 96.9% | 6.94% |
| **March/April Goal** | 98.0% | 96.0% | 4.0 | 98.0% | 6% |

## What I'm Proud Of
- Balanced, Progressive Performance
- Team/Family Mentality
- Self Sufficiency
- Team of Leaders

## Action Plan
- Customers First
- Drive Revenue
- Peer Accountability
- Practice, Practice, Practice!

*Thank you, team. You make me proud every day!*

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# Jessica - CRT

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 98.42% | 95.73% | 3.00 | 93.58% | 4.07% |
| **2017 YTD** | 100% | 100% | 2.64 | 93.68% | 6.64% |
| **March/April Goal** | 100% | 100% | 2.8 | 96% | 5% |

**What I'm Proud Of**
- CRT
- Perfect Surveys Jan/Feb '17
- Save Squire

**Action Plan**
- Scripts
- Use My Offers
- Decisiveness

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# Tanner - CRT

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 95.68% | 92.40% | 3.41 | 94.78% | 3.72% |
| **2017 YTD** | 94.48% | 88.97% | 2.84 | 99.64% | 7.68% |
| **March/April Goal** | 92% | 96% | 2.9 | 100% | 7.0% |

**What I'm Proud Of**
- CRT
- My Offers

**Action Plan**
- Perceptions
- Go Above and Beyond
- Remain Efficient

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# Kayla - CRT

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 97.89% | 95.94% | 3.28 | 93.14% | 3.04% |
| **2017 YTD** | 100% | 98.15% | 2.78 | 97.64% | 11.42% |
| **March/April Goal** | 100% | 99% | 2.9 | 98% | 7% |

## What I'm Proud Of
- CRT
- Churn Champion
- Emerging Leader

## Action Plan
- Scripts
- Relentless Effort
- Drive Revenue

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# Mo

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 97.36% | 94.61% | 3.41 | 95.89% | 4.21% |
| **2017 YTD** | 96.89% | 97.28% | 3.62 | 99.36% | 6.67% |
| **March/April Goal** | 98% | 97.5% | 3.9 | 99.5% | 5% |

**What I'm Proud Of**
- Verizon Cloud Presentation
- Proration Calc Excel Sheet
- Most Improved/Top Ten List

**Action Plan**
- Discovery questions
- Scripts usage

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# Egemen

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 96.84% | 94.43% | 4.13 | 96.13% | 3.90% |
| **2017 YTD** | 96.81% | 95.04% | 4.65 | 97.88% | 5.91% |
| **March/April Goal** | 97% | 95.2% | 4.7 | 98% | 5.6% |

## What I'm Proud Of
- Improved ACPH
- Focus on Connection
- Improved My Offers Usage .

## Action Plan
- Using Scripts
- Explain Benefits
- Share Information

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# Zach

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 97.59% | 95.70% | 4.69 | 90.99% | 4.29% |
| **2017 YTD** | 96.67% | 94.67% | 5.31 | 96.3% | 8.36% |
| **March/April Goal** | 98% | 96% | 5.5 | 100% | 6% |

## What I'm Proud Of
- Lead TMP Contest in 2016
- Completed MBA Program
- Ronald McDonald House
- Culture Crew

## Action Plan
- Troubleshooting Guide
- DTP Model
- Career Path

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# Charles

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 98.63% | 96.36% | 4.07 | 97.11% | 3.95% |
| **2017 YTD** | 98.96% | 97.23% | 4.17 | 96.41% | 6.76% |
| **March/April Goal** | 99% | 97.5% | 4.3 | 100% | 6.0% |

**What I'm Proud Of**
- Chat Top 10 Five Times
- Legends Competitor
- Leadership Career Path

**Action Plan**
- Next Best Action
- Express Genuine Intent
- Drive Revenue w/ My Offers

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# Taylor

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 96.58% | 93.60% | 4.12 | 95.90% | 4.15% |
| **2017 YTD** | 98.61% | 95.82% | 4.47 | 97.75% | 7.73% |
| **March/April Goal** | 98.9% | 97% | 4.5 | 100% | 6% |

**What I'm Proud Of**
- February Top 10
- ACL < 1,100
- ACPH > 4.4

**Action Plan**
- Concise Answers
- Efficient Discovery
- Assess the Account

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# Tiffany

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 96.23% | 93.07% | 3.81 | 92.12% | 4.48% |
| **2017 YTD** | 97.8% | 92.31% | 3.98 | 91.51% | 5.83% |
| **March/April Goal** | 98% | 94% | 4.3 | 95% | 5.3% |

**What I'm Proud Of**
- Steady Improvement
- Effort
- Team Player

**Action Plan**
- Discovery
- Promote Self Serve
- Use Compass, My Offers

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# Kyle

|  | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 96.62% | 94.08% | 3.99 | 95.5% | 3.23% |
| **2017 YTD** | 94.87% | 94.87% | 4.89 | 93.53% | 4.36% |
| **March/April Goal** | | | | | |

## What I'm Proud Of
- Leading in 2016
- Churn Champ

## Action Plan
- Explain the Benefit

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# Richard

| | For Me | Reliably | ACPH | My Offers | DPC |
|---|---|---|---|---|---|
| **2016 Results** | 98.34% | 96.48% | 3.87 | 98.22% | 3.40% |
| **2017 YTD** | 98.57% | 96.17% | 3.85 | 99.35% | 8.81% |
| **March/April Goal** | | | | | |

## What I'm Proud Of
- Leading in 2016

## Action Plan
- Next Best Action
- Scripts
- Leadership Opportunities

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# Senior Manager Round Table