

Team Picione Performance Showcase

March 15, 2017

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!







Jessica Dunmire - 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

Tanner Sellers - 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

Kayla Floyd - 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

Mo Mouilah

	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

Egemen Bilerel

	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

Zach Lukkarila

	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

Charles Howard

	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

Taylor Trott

	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

Tiffany Brinson

	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

Kyle Bohm

	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

Richard Zhang

	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

Senior Manager Round Table