

Great job - Performance Note Credit Card Training

Kathleen McDowell to: Olubusayo O Phillips

07/17/2013 11:09 AM

Ore, a special thanks to you for coordinating all of our efforts and project managing the development and delivery of this course.

Special thanks for the following initiatives:

- **Responsibility for the formation of the team** - recruiting 2 of the other 4 team members and having discussions with the others to determine how best they can contribute to the development of the training
- **Development and management of the team to a three and a half month project plan** - ensuring that we were addressing all interim deliverables and touch points, and ultimately that we were ready to deliver the training on the expected date
- **Communication planning** - Ensured that our team was in communication with appropriate stakeholders - people team, partner sponsor and L&E.
- **Coordination of responsibilities in multiple areas including:**
 - Facilitating training team meetings - proposing the agenda, setting the date and timing for meetings, and driving towards meeting objectives
 - Managing updates to the master deliverable
 - Keeping team members informed of our overall progress and of timing expectations for delivering their contents
- **Outlining the training as well as the communication that would go to training participants** - outline was reviewed by the director and set a framework for content development



[Performance Note from Kathleen to Ore P.pdf](#)

Regards,

Kathleen

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Kathleen McDowell

Great job team in developing and delivering...

07/16/2013 05:35:01 PM

From: Kathleen McDowell/US/FAS/PwC
To: Olubusayo O Phillips/US/FAS/PwC@Americas-US, Aksana Piasetskaya/US/FAS/PwC@Americas-US, Raman Gilotra/US/FAS/PwC, Jagannath Das/US/FAS/PwC@Americas-US, Aditya Betala/US/FAS/PwC@Americas-US
Date: 07/16/2013 05:35 PM
Subject: Performance Note: Credit Card 201 Training Course

Great job team in developing and delivering today's content for the Card Issuing Training. I think the content was focused, relevant and thorough. Each of you delivered your topic in an engaging manner and really showed your industry knowledge.

I appreciated each of you pro-actively offering to assist in the development of the training materials. You required very little direction from me, other than what the overall objectives were. Each of you thoroughly researched your topic area and

willingly took on feedback from myself and your colleagues to refine your presentation and get it to its final state.

I believe this material was well received by the participants and will provide value to the Payments COI now and in the future.

Thank you for your continued contribution to the Payments COI. I enjoyed working with each of you on this initiative.

Regards,

Kathleen

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