

# COACHING & DEVELOPMENT COMMUNICATION

Professional Development Session - Confidential Document

Session Date: September 17, 2025

Employee: Robert Thompson

Employee ID: emp-007

Position: [Role]

Session Type: Automated

Performance Score: 46%

PIP ID: 8d797263-d76a-4f1d-ac68-d71e6e13245c

Status: Needs Immediate Attention

## COACHING & DEVELOPMENT

COMMUNICATION Date: September 17, 2025

Employee: Robert Thompson Position: Customer

Support Rep Current Performance Score: 46%

Dear Robert Thompson, ÜË

### • PIP STATUS UPDATE:

You are currently enrolled in a Performance Improvement Plan (started 2025-08-18). This coaching session is part of your structured development program to help you achieve the goals outlined in your PIP. PIP Goals: 1. Achieve 75% average performance score 2. Maintain 70% utilization rate 3. Complete all assigned tasks on time 4. Attend weekly coaching sessions Current PIP Progress: 75% complete

### • PERFORMANCE TREND ANALYSIS:

Recent Score History: 46% !' 62% !' 45% Current Trend: DECLINING & p Recent decline requires immediate attention and support

### • CONTEXT & RECENT DEVELOPMENTS:

Based on your recent work history, I want to acknowledge: • Consistently scores below average in customer satisfaction surveys • Takes significantly longer than team average to resolve support tickets • Has received multiple coaching sessions on communication and technical skills

### • PERSONALIZED ASSESSMENT:

I understand you joined with enthusiasm and have been working to adapt to our support systems. Customer service requires balancing speed with quality resolution, which can be challenging to

master.

- CURRENT PERFORMANCE ASSESSMENT:

Your recent performance score of 46% indicates areas requiring immediate attention and focused development. This coaching communication outlines specific steps to help you succeed in your role. 1. FUNDAMENTAL SKILLS DEVELOPMENT

- Review core competencies required for your position
- Complete relevant training modules within the next 2 weeks
- Schedule 1:1 meetings with your supervisor twice weekly
- Document questions and challenges for discussion

2. TASK MANAGEMENT & QUALITY

- Carefully review all task requirements before beginning work
- Use checklists to ensure completeness
- Seek clarification immediately when uncertain
- Submit work for review before final completion

3. COMMUNICATION & COLLABORATION

- Proactively communicate progress and obstacles
- Participate actively in team meetings
- Ask for help when needed - this shows initiative, not weakness
- Provide regular status updates on ongoing projects

- PERSONALIZED RECOMMENDATIONS:

- Shadow a top-performing support representative for a full day
- Create personal templates for common customer issues to improve response time
- Practice using our CRM system in a test environment during downtime
- Focus on one improvement area at a time (e.g., response time OR resolution quality)
- Attend weekly team knowledge-sharing sessions to learn best practices

IMMEDIATE ACTION PLAN (Next 30 Days)

Task	Due Date	Status
Enroll in relevant training programs	10/25/24	In Progress
Establish daily check-in routine	Ongoing	Not Started
Set up weekly progress review meetings	11/05/24	Not Started
Create personal improvement tracking system	11/12/24	Not Started

- RESOURCES AVAILABLE:

Online training library access  
Mentoring program enrollment  
Department expertise sharing sessions  
Professional development budget allocation

- SUCCESS METRICS:

Weekly performance score tracking  
Task completion quality assessments  
Peer feedback collections  
Self-assessment evaluations

- NEXT STEPS:

## RECOMMENDED ACTION ITEMS

- Immediate performance improvement required - daily check-ins
- Complete additional training modules within 2 weeks
- Submit work for review before final completion
- Document questions and challenges for discussion

## NEXT STEPS & FOLLOW-UP

- Next coaching session: 9/24/2025
- Progress review and goal adjustment as needed
- Continued support through available development resources



