Reflect on your personal and career goals and the iTradeNetwork values to identify your top three areas for growth and development and list them below.  
· Customer First  
· Innovation  
· Collaboration  
· Accountability  
· Respect

Areas for growth and development  
· 1. Innovation  
· 2. Accountability  
· 3. Customer First

Translate your areas for growth into specific development goals.  
· Top development goals  
· Expected outcomes  
· How will you measure success

Growth Area 1: Innovation

Development Goal: Automation / Semi Automation or improve current integration step process for ex: UAT information gathering process.

Expected Outcomes: Submission or discuss innovative ideas with the IE team member

Measures of Success: Count the number of submitted ideas and successful implementations

Growth Area 2: Accountability

Development Goal: Establish clear accountability by using spreadsheet for PTO Project.

Expected Outcomes: No missing customer responses / request and progress.

Measures of Success: Still able to meet the deadline of project even If I am on PTO.

Growth Area 3: Customer First

Development Goal: Enhance customer satisfaction by improving response times to customer inquiries.

Expected Outcomes: Decreased average response time. Increase in positive customer feedback regarding responsiveness.

Measures of Success: Track and analyze average response time using a JIRA / SF ticket and self-created excel spread sheet.

Development Actions  
In the space below, identify and track the specific development actions you will take for each goal. It is important that you consider development through multiple pathways, including experiences, relationships, and education.  
· Experiences  
· Relationships  
· Education

1. Goal
2. Development actions
3. Resources required.
4. Anticipated completion date

What are potential challenges or barriers to achieving your development goals and what is your plan to overcome them?

**Growth Area 1: Innovation**

Goal: Automation / Semi Automation or improve current integration step process for ex: UAT information gathering process.

Development Actions: Review some potential current integration process with Connor

Experiences: brainstorming sessions for generating ideas.

Education: Take an online course

Resources Required:

Meeting spaces, online course subscription.

Anticipated Completion Date: 6month

Challenge: Lack of visibility for successful implementations. Using different system / coding.

**Growth Area 2: Accountability**

Goal: Establish clear accountability by using spreadsheet for PTO Project.

Development Actions: Start creating spreadsheet and start plan for project for near future PTO

Experiences: Set up and lead sessions for pto project

Relationships: Engage in goal-setting discussions with members that’s covering me.

Resources Required: Review templates, open communication slack channel

Anticipated Completion Date: --

Challenge: Team member might be also busy. Team member’s workload.

**Growth Area 3: Customer First**

Goal: Enhance customer satisfaction by improving response times to customer inquiries.

Development Actions: Thorough search email inbox every day. Make sure no missing email read

Relationships: Shadow experienced team members to learn efficient response strategies. Ex: email responses from JP, Connor. Writing in professional manner

Education: customer service workshop on effective communication?

Resources Required: Senior team member guidance, example of customer inquiries email for similar type of issue

Anticipated Completion Date: Response time improvements within 3 months.

Challenge: High volume of inquiries, high workload, incorrect email filter cause miss read emails.