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.  
· 2.  
· 3.

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

Growth Area 1: Customer First

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

Expected Outcomes:

Decreased average response time to customer inquiries by 20%.

Increase in positive customer feedback regarding responsiveness.

Measures of Success:

Track and analyze average response time using a ticketing system.

Collect and monitor customer feedback through surveys and reviews.

Growth Area 2: Innovation

Development Goal: Foster innovation culture by implementing a monthly "Innovation Idea" contest for employees.

Expected Outcomes:

Submission of at least 10 innovative ideas each month.

Implementation of at least 2 innovative ideas per quarter.

Measures of Success:

Count the number of submitted ideas and successful implementations.

Evaluate the impact of implemented ideas on processes or products.

Growth Area 3: Collaboration

Development Goal: Strengthen cross-functional collaboration by organizing bi-monthly departmental knowledge-sharing sessions.

Expected Outcomes:

Increased participation in knowledge-sharing sessions by 30% over six months.

Completion of at least 2 cross-departmental projects annually.

Measures of Success:

Monitor attendance and engagement in knowledge-sharing sessions.

Track the number of successful cross-departmental projects.

Growth Area 4: Accountability

Development Goal: Establish clear accountability by introducing a monthly review of individual and team goals.

Expected Outcomes:

100% completion of individual and team goals on a monthly basis.

Reduction in instances of missed deadlines by 25% within a year.

Measures of Success:

Review completion rates of individual and team goals in performance reports.

Record instances of missed deadlines and track improvements.

Growth Area 5: Respect

Development Goal: Promote a culture of respect by implementing mandatory diversity and inclusion training for all employees.

Expected Outcomes:

Completion of diversity and inclusion training by 100% of employees within six months.

Reduction in reported incidents of workplace misconduct by 15% within a year.

Measures of Success:

Monitor training completion rates and participation.

Track and analyze reports of workplace incidents over time.

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: Customer First

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

Development Actions:

Experiences: Participate in mock customer inquiries to practice response speed.

Relationships: Shadow experienced team members to learn efficient response strategies.

Education: Attend a customer service workshop on effective communication.

Resources Required:

Mock customer inquiries, senior team member guidance, customer service workshop.

Anticipated Completion Date: Response time improvements within 3 months.

Potential Challenges/Barriers and Plan to Overcome:

Challenge: High volume of inquiries during peak times.

Plan: Implement a ticketing system with automated responses for common inquiries.

Growth Area 2: Innovation

Goal: Foster innovation culture by implementing a monthly "Innovation Idea" contest for employees.

Development Actions:

Experiences: Lead brainstorming sessions for generating ideas.

Relationships: Form a cross-functional innovation task force.

Education: Take an online course on creative thinking.

Resources Required:

Meeting spaces, cross-functional team engagement, online course subscription.

Anticipated Completion Date: Contest implementation within 2 months.

Potential Challenges/Barriers and Plan to Overcome:

Challenge: Lack of visibility for successful implementations.

Plan: Set up an internal platform to showcase implemented ideas and their impact.

Growth Area 3: Collaboration

Goal: Strengthen cross-functional collaboration by organizing bi-monthly departmental knowledge-sharing sessions.

Development Actions:

Experiences: Facilitate knowledge-sharing sessions for own department.

Relationships: Arrange regular cross-departmental meetings.

Education: Attend a workshop on effective collaboration techniques.

Resources Required:

Meeting spaces, scheduling coordination, workshop enrollment.

Anticipated Completion Date: Regular sessions initiated within 1 month.

Potential Challenges/Barriers and Plan to Overcome:

Challenge: Scheduling conflicts among departments.

Plan: Coordinate with department heads to set fixed cross-departmental meeting slots.

Growth Area 4: Accountability

Goal: Establish clear accountability by introducing a monthly review of individual and team goals.

Development Actions:

Experiences: Set up and lead monthly goal review sessions.

Relationships: Engage in goal-setting discussions with team members.

Education: Complete a course on effective performance management.

Resources Required:

Review templates, open communication channels, online course access.

Anticipated Completion Date: First review cycle initiated within 1.5 months.

Potential Challenges/Barriers and Plan to Overcome:

Challenge: Resistance from team members to regular goal reviews.

Plan: Communicate the benefits of reviews and provide training on goal-setting.

Growth Area 5: Respect

Goal: Promote a culture of respect by implementing mandatory diversity and inclusion training for all employees.

Development Actions:

Experiences: Participate in diversity workshops and discussions.

Relationships: Form a diversity and inclusion task force.

Education: Attend seminars on unconscious bias and inclusion.

Resources Required:

Workshop enrollment, task force coordination, seminar participation.

Anticipated Completion Date: Training rolled out within 2 months.

Potential Challenges/Barriers and Plan to Overcome:

Challenge: Resistance to change or sensitivity to the topic.

Plan: Clearly communicate the importance of diversity and inclusion and provide a safe space for discussions.