

Action Plan

Areas of difficulty	Improvement Required	Progress/Evidence	Support Required	Timescales
Example Communication Skills	To listen actively and ask questions To demonstrate clarity of understanding through letter and report writing To accurately communicate information to relevant parties	Polite and courteous handling of telephone and personal callers. Sufficient information gained from caller to answer (or pass on) query and response relayed accurately and clearly. Clear, comprehensive and accurate letters and reports produced that relay the necessary information in plain English.	Attendance at telephone skills and report writing course (date) 'Buddy' available for support on enquiry desk for a further week.	Within 1 month By

Signature of Manager: _____ Date: _____

Signature of Employee: _____ Date: _____