

### One on One feedback tool

| Manager question   | Manager response  |
|--|---|
| Q1. Name something that the employee has done recently that has either impressed or pleased the manager? | <i>Rob (employee) recently went to visit a client who was unhappy and spent time with the client to resolve all their issue. Ultimately this turned the client into an advocate for our business.</i>   |
| Q2. Describe one area the employee could improve or become more effective?                               | <i>Rob is a great salesperson, however the information that Rob enters into our Customer Relationship Management software is often incomplete or not accurate. This makes it difficult for other people who rely on that data.</i>  |
| Q3. What one thing could the employee stop doing to become more effective?                               | <i>Rob spends a lot of time with customers who have already purchased. These customers have been passed onto the delivery department and Rob would be more effective if he left them to the Account Managers in delivery. He can keep in touch but consume less time.</i> |
| Q4. What should the employee continue doing that they are doing well?                                    | <i>Rob is great at building rapport with customers and helping them to select the right solution for their needs. Specifically, the number of times Rob contacts clients during the sales process is great.</i>   |
| Manager question   | Employee response   |
| Q5. What one thing does the manager do well when dealing with the employee?                              | <i>Jo (manager) is very good at helping me to focus on the most important things whenever we talk.</i>  |
| Q6. Describe one area the manager could become more effective at when dealing with the employee?         | <i>Finding a way to help me get things right the first time. Jo would be more effective if work I do didn't need to be checked regularly.</i>   |
| Q7. Overall what prevents the employee doing their job better?   | <i>Our software system taking a client from sales to delivery isn't reliable. I don't trust that clients will be taken care of in our delivery department. It's not our people, our process isn't working as it should.</i>   |
| Q8. What should the manager keep doing?  | <i>Regular meetings. Our once per week meeting is useful, I know that Jo is busy but it means I get questions answered and I'm able to focus on the week ahead.</i>   |
| Notes  |   |