

# BWWB Employee Engagement Action Plan

**Department: Call Center**

**Manager: Shirley Russell**

**Date: December 1, 2016**

Action	Success Measures	Timeframe for Completion	Action Plan Review Dates
Conduct more one-on-one coaching sessions with team lead or superintendent to discuss job performance and career development.	Regular one-on-one sessions with team lead(s) and/or superintendent.	January 2017	90-day review 180-day review 270-day review
Communicate written departmental standards and consistent policies and procedures as it relates to problem resolution with customers such as: <ul style="list-style-type: none"> <li>• Representatives limits/approval</li> <li>• Actions to team leads or superintendent</li> </ul>	Written departmental standards as well as policies and procedures have been approved by the Assistant General Manager and Human Resources.	April 2017	90-day review 180-day review 270-day review
Implement monthly team meeting to discuss the following: <ul style="list-style-type: none"> <li>• Call Center news</li> <li>• Policies and procedures updates</li> <li>• Proactive Customer Service</li> <li>• Questions from representatives</li> <li>• Respecting all employees</li> <li>• Professionalism</li> </ul>	Regular monthly meetings.	January 2017	90-day review 180-day review 270-day review

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Schedule teambuilding activities within the department.	Annual team-building activities.	Ongoing	90-day review 180-day review 270-day review
Revise and communicate the career development plan (line of progression) for representatives.	Career Development Plan is approved by the management team and Human Resources and regular communication.	April 2017	90-day review 180-day review 270-day review