

MANAGER'S ONE PAGE SERVICE EXCELLENCE ACTION PLAN

High Impact Action for Managing Employees	Date
<ul style="list-style-type: none">• Conduct a Performance Review and/or conversation with every employee	
<ul style="list-style-type: none">•	
High Impact Action for Managing Customers	Date
<ul style="list-style-type: none">•	
High Impact Action for Managing Culture	Date
<ul style="list-style-type: none">•	
High Impact Action for Managing Process	Date
<ul style="list-style-type: none">•	

What are the obstacles to your successful completion of these actions:

What will you do to overcome these obstacles?

Manager Name:

Department:

Division:

**Turn in your action plan along with your assessment prior to leaving the session.
A copy will be returned to you in the campus mail.**