

## MANAGER'S ONE PAGE SERVICE EXCELLENCE ACTION PLAN

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

**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.**