

Training and Development Plan of Supervisor

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Date: November 23, 2021

Name: Mary Brown

Direct Reports: Joanne Smith

Role: Customer Service Supervisor

Role Objectives: Your Text Here

| Role Requirements to be Effective And Meet Expectations | Proficiency Score - 6 | Training Plan Details | |
|--|-----------------------|--|--------------|
| | | What | When |
| 1. <ul style="list-style-type: none">Regular supervision on the service officers for ensuring good quality services to customersAdd text here | 5 | No need of training | NA |
| 2. <ul style="list-style-type: none">Resolve customer problems and issues related to service providers within limited time period | 4 | <ul style="list-style-type: none">Organize training for developing selling skills in team members | Nov 23, 2021 |
| 3. <ul style="list-style-type: none">Preparing feedback reports of customer experience for improving service facilitiesAdd text here | 2 | <ul style="list-style-type: none">Learning new techniques for report systemAdd text here | Nov 24, 2021 |
| 4. <ul style="list-style-type: none">Prepare list of resources utilized without wastage for proper record | 4 | <ul style="list-style-type: none">Training for optimum utilization of company resources and maintain sustainability | Nov 25, 2021 |
| 5. <ul style="list-style-type: none">Share ideas and messages with other departments for better customer serviceControl the problems arising out in providing quality services to customers | 2 | <ul style="list-style-type: none">Attend courses for enhancing innovative ideas generation skill setsLearn creative decision making methodsAdd text here | Nov 30, 2021 |
| 6. <ul style="list-style-type: none">Your text here | | | |

Proficiency score: 6 = highly proficient, 5 = proficient, 4 = moderately proficient, 3 = below requirements, 2 = poor, 1 = non-existent if the proficiency score is 3 or less for any role requirements then training should be considered

Staff Member

Date

Manager

Date

Sample Agenda For Supervisor Training Plan

Lingjun Ying



Sample Agenda For Supervisor Training Plan:

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