



# Personal action plan

Name:

## Show up

Think about your role, your customers, your work environment. What will you do to demonstrate that you are taking pride in your role?

Add your action here:

What will you do to build stronger relationships with your colleagues and customers?

Add your action here:

What are your personal strengths, and how will you use these to deliver a really great service in your role?

Add your action here:

## Step up

How will you show you're dedicated the next time you are tasked with doing something for someone else?

Add your action here:

How will you escalate issues or problems that you aren't able to resolve yourself?

Add your action here:

What will you do each day that role models personal accountability?

Add your action here:

## Stand out

When you notice ways to do things better, how will you make sure these are shared with the right people?

Add your action here:

How will you turn bad days into "learning to do better" days?

Add your action here:

What will you do to exceed customer expectations every day?

Add your action here:

When you've completed these questions, share them with your team leader and your colleagues and start a conversation about what you've written and what you will do to **Show up**, **Step up**, and **Stand out**.