

Internal Service Survey (ISS) Debriefing Checklist for Coaches and Employees

Coaches, please complete the following checklist and forward to your supervisor. Debriefing Checklists should be completed within two weeks after the current survey's report have been published.

Manager's Name: _____

ISS results for Service Requests that occurred in: _____ Date of employee meeting: _____

Employee Name: _____ Employee's Department/Branch: _____

Employee's Overall Service Experience (OSE) score YTD: _____

Number of responses received by employee during this survey period: _____

Employee's most recent OSE score: _____ Number of "NO" responses, if any: _____

List the question(s) that received "NO" responses: _____

Content

In conjunction with my manager, based on feedback from the Internal Service Survey, what do I want to accomplish or keep doing well? Be sure to list a behavior/skill, not a score

Action

To improve or maintain this behavior/skill I will do the following. **(Focus on specific behaviors or actions. Develop actions that your manager can observe, see or hear so that he/she can provide you with feedback on your progress.**

List as many or as few as you and your manager agree are necessary. Make sure each passes the SMART Test Specific, Measureable, Action-oriented, Time-related

Example: "I will ensure that my voice mail message is set to let callers know I am out of office, and when I will return, each time that I am away for more than one-hour." OR "I will continue to treat coworkers in the professional and courteous manner that I have been."

I will _____

I will _____

I will _____

Dates that action plan progress was reviewed by manager

Based on the follow up ISS results did the action plans produce the desired results?

_____ yes _____ no