# Sample Action Plan

| NAME: JUNO MARS | APPEL COURSE ATTENDED: APPEL-TL | DATES ATTENDED: JULY 18-20, 2016 |
|---|---|---|
| **ACTION PLAN ELEMENTS** | **GOAL 1** | **GOAL 2** |
| **GOAL: What training takeaway do you want to put in practice when you return to your job?** | Make team meetings more effective | Improve methods to handle feedback pushback |
| **CONTEXT: In what situation would it be relevant/useful to apply the training takeaway?** | When sending out the Outlook meeting request | In situations when I provide feedback to a team member and receive pushback |
| **ACTION: What specific action(s) will you take in that context to support your goal?** | Include the specific and measureable goal(s) of the meeting in the Outlook meeting request; Don't send the request until I can put at least one bullet as to the goal of the meeting. | • Resist the temptation to restate/defend my feedback. Instead, give the team member the chance to say more about how he or she sees the situation.<br>• Use open-ended questions to uncover the team member's view and try to recognize the root cause.<br>• Use silence to give him/her the opportunity to expand upon what he or she said.<br>• Restate the team member's observations – both facts and feelings.<br>• Summarize what you heard and ask if you are correct.<br>• Use tips I learned in class to provide helpful information and support. |
| **RESOURCES: What resources do you need?** | • Microsoft Outlook | • None |
| **SUCCESS CRITERIA: How will you know you've been successful?** | • % of Outlook meeting requests that have goals included<br>• % of times meeting attendees can accurately answer the question, "What is our goal for this meeting?" | • When we both come to some agreement about what is going on and how to proceed.<br>• I will continue asking the team member for his or her suggestion on how to solve the problem. His or her willingness to respond in a positive manner should also help me determine my success. |
| **TIMEFRAME: By when do you need to achieve success?** | Start Date:  July 25, 2016<br>End Date:  September 2, 2016 | Start Date: July 25, 2016<br>End Date:  September 30, 2016 |