

Weekly Accountability Meeting and Performance Review

Agent: _____

Manager: _____

Date: _____

Our agreed upon standards are _____

1. On a scale of 1 to 10, with 7 being "standard," how would you rate your performance this week? ____ Why do you feel this is your ranking?

2. On a scale of 1 to 10, with 7 being "standard," I rate you at a ____ because ____

If at standard or above:

How do you believe you continue this performance next week?

How can I best support you in your efforts?

What would you like to discuss with our remaining time today?

If below standard:

How do you feel about your performance?

What are you going to do next week such that you are at standard or above?

Here is what I believe you need to do to be at standard or above:

Are you okay with the steps we've just outlined?

Do I have your commitment to improve next week?

Is there anything I can do to support you in your efforts?