



## INDIVIDUAL DEVELOPMENT PLAN (IDP)

Employee Name	Talha Rehman	Pesudo Name	Jacob Smith
Employee ID	APD-0302	Designation	Collector
Date of Joining	1/6/2020	Manager Name	Louis Hampton
Session Date	9/28/2020	Last Session Date	9/21/2020
Last Month Target	\$20,000.00	Target Achieved	\$2,589.80

### Problem Areas:

	<i>Basic Training</i>		<i>Collections Process</i>
*	<i>File Review</i>		<i>Training Portal Use</i>
	<i>Dashboard Use</i>		<i>Calendar Use</i>
	<i>Email Communication</i>		<i>Phone Communication</i>
	<i>Others:</i>		

### Session Summary

#### Highlighted Issues :

- Review of the file is still not up to the mark. Not able to contact correct party by reviewing the documents.
- Not able to explain the supervisor the issue which is faced while working with adjuster

### Action Items

#### Coached Issues :

- Review the file first before initiating the work, Review documents uploaded in file like C&R, Copy of stip, minutes of hearing to find out correct party to contact.
- Don't call the supervisor in complaining tone. Talk to them politely and tell them we understand the adjuster's workload but at the same time we have also client. If adjuster needs time we can also discuss and wait but not responding at all is not the solution. Show them you are willing to work with them.

Employee Signature

9/28/2020

Manager Signature

09/28/2020