



INDIVIDUAL DEVELOPMENT PLAN (IDP)

Employee Name	Hafiz Mohammad Noman	Pesudo Name	Adonis Edwads
Employee ID	APD - 0201	Designation	Negotiation officer
Date of Joining	9-Mar-19	Manager Name	Charlotte Martinez
Session Date	9/9/2020	Last Session Date	9/1/2020
Last Month Target	\$22,000	Target Achieved	\$12,935

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

Guided on collectors review notes and give few tips on email writing to get the positive repponse from adjuster, also ask him to send UR comply email more.

Action Items

Make more collector review notes and send as much UR comply emails.


Employee Signature
09/01/2020


Manager Signature