

# Action Plan

**1. Personal Development Item (Where do I need to improve?)**

**2. What steps will I take to improve in this area?**

**3. How will I measure my successes?**

**4. Completion Date? (When will I plan to have completed this action plan?)**

**5. Resources needed to complete this action plan?**

## Action Plan

### 1. Personal Development Item (Where do I need to improve?)

Communication; Listening and building relationships with peers so that I am open to their opinions.

### 2. What steps will I take to improve in this area?

Action #1: Listen to my peers' opinions with the intent of understanding rather than proving them wrong. Use my active listening skills to clarify what my peers are saying. Ask my peers for their opinion before I express mine.

Action #2: Talk to my peers and tell them that I intend to work on this item and ask them to give me feedback when they think I am not being open to their opinions or to the opinions of direct reports.

Action #3: Take an on-line course on listening and communication skills.

Action #4: Ask my superior or peer supervisor to give me feedback once a week.

### 3. How will I measure my successes?

I will know I am getting better when I can state the opinion of each of my peers on issues. For example, when we are in a staff meeting and discussing something, I will ask myself if I know where each of my peers stands on the issue.

### 4. Completion Date? (When will I plan to have completed this action plan?)

Put dates here that are attainable. Do not overstretch yourself...

### 5. Resources needed to complete this action plan?

I would like to ask one of my peers to be my coach in meetings. I would like for him to give me feedback after the meeting and serve as a guide to help me with my communication skills.

Online learning tutorial on listening and communication skills.

Form adapted from Lynn Learning Labs 2003

