Objectives and key results (OKRs)

Production process:
Created manually with a single click using data from "Manager notes"

Access points:
Available in the platform's "Manager Notes" section, can be set to read-only and made viewable to the employee

Purpose:
Compresses feedback and manager notes, aligns them with company and/or department objectives to create an initial draft, potentially saving managers 4-8 hours per employee

Objective 1: Enhance Teamwork and Interpersonal Skills

- Key Result 1: Improve relationship with Dwight by initiating at least 2 collaborative projects by Q4 2023.
- Key Result 2: Develop a more patient approach towards slower teammates, demonstrated by a decrease in negative feedback about impatience by 30% in the next internal feedback cycle.
- Key Result 3: Balance directness with empathy in providing feedback, aiming to reduce instances of hurt feelings reported in the next internal feedback cycle by 40%.

Objective 2: Strengthen Expertise and Knowledge Sharing

- Key Result 1: Address perceived lack of expertise by pursuing relevant certification or advanced training course related to current role before end of Q4.
- Key Result 2: Organize bi-weekly knowledge-sharing sessions within the Special Projects department through Q4 to foster learning environment.

Objective 3: Improve Customer Service Skills

- Key Result 1: Decrease instances of negative customer feedback (distracted, not helpful, rude) by at least a third before end of Q3.
- Key Result 2: Maintain and improve upon positive customer ratings (helpful, friendly, attentive) with an aim for over a score increase of at least10% each by end of year.

Objective 4: Continue Driving Revenue Growth and Project Success

- Key Result 1: Aim for another revenue increase through special projects work - target an additional growth rate of at least 15% by end of year.
- Key Result 2: Maintain current level of project success as measured by meeting deadlines and client satisfaction, aiming for a perfect record throughout the review period.

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