

Nomination for Dan Plater

I would like to nominate Dan for the award of Team Leader/Supervisor of the year as Dan demonstrates exceptional leadership skills on a daily basis in his role. Dan ensures that his team are clear on the objectives and performance that is required from them but while doing this he makes sure that he fully supports and engages them to bring the best out of them personally and in their own individual performances. He allows for their continual growth and development in their roles, whilst at the same time demonstrating a stand out role within his own peer group. Dan drives ideas and enthusiasm across the floor giving him approachability and an engaging attitude with all he meets.

Dan became a team manager in 2012 and took over a team of long standing employees who had a number of areas for concern and development requirements in performance, attendance, engagement, motivation, and resilience. Dan established early on in joining the team how he wanted to go about changing all of these areas.

Dan spent most of his first few weeks, engaging with the team, spending his time sitting with them, talking to them, getting to know them, and understanding the obstacles they believed they had.

Dan carefully constructed development plans for each of his advisors tailored to their own individuals needs and used a team performance coach to help support all the areas that had been identified. Over the remainder of 2012 we saw a significant improvement in engagement, attendance rates and performance of the individuals concerned.

Over 2013 Dan himself also looked to develop himself and attended a number of personal development courses aswell as completing an external qualification which involved additional work that he completed in his own time while still looking to improve his team.

Dan also in this year has taken a lead role within his peer group to help engage and encourage them to adopt some of his behaviours with his team to help increase overall performance and engagement.

As a business we have been very much focused on inward performance metrics to measure our advisors. Dan is a longstanding advocate of customer based outcomes and measures to help engage and motivate his team. Understanding customer needs and having his team recognise this and resolve issues and queries is of paramount importance to Dan.

Based on Dan's passion and advocacy in this area we have asked Dan to lead and champion a project for us to introduce and embed Customer feedback as an everyday part of our lives. This will enable our advisors development and our business to grow and adapt with our customer feedback being at the forefront of what we do.

This project means a real cultural change and ethos to over 150 advisors and team managers across 2 sites.

Dan has championed a trial within his team over the last few weeks and has focused on high conversion rates, with side by side coaching, live daily feedback, reward and recognition to gain an insight into how he will be able to engage and influence his peers and advisors across both sites.

Dan has successfully set up a project plan to work towards to ensure he is focused on the objectives he wants to achieve from this project.

Dan is carefully considering how we can change the scepticism he may encounter, how he can genuinely influence people on the benefits and rewards that this project and new way of recognising high performing people will bring.

An example below is the level of detail that Dan is providing to his team on a daily basis and some real customer feedback that he can draw upon to improve this further. Dan has already recognised some of the high achievers within his team and is developing them by using them to support him and the rest of the team in ways to improve the performance further.

Dan is taking all the learning to analyse so he can ensure that this role out and cultural change will be a real success and a new motivating factor moving forward for our people but also an opportunity to successful change a perception within a wider community outside EDF Energy and the negative press the utility industry receives.

Name	Calls Handled	Service Tick Accepted	Service Tick Declined	N/A	Sale/resi calls	Calls Missed	Conversion
Emma Williams	15	4	2	2	6	1	57%
Gary Sheerman	23	6	0	9	4	4	60%
Kate Chesterton	17	6	4	3	4	0	60%
Miriam Berry	0	0	0	0	0	0	0%
Sarah Blay	13	9	3	1	0	0	75%
Stacey Bradbury	14	5	1	2	6	0	83%
Vickie Headon	12	5	4	1	1	1	50%
Zac Gibson	19	1	5	3	3	7	8%
Total	113	36	19	21	24	13	53%

Dashboard data 14.04.2014 – increased calls passed through with 84.8% response rate.

Survey Summary Report

Survey	Requested	Responses	Rate
SME Contact Survey	33	<u>28</u>	84.8%
Total	33	28	84.8%

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