

Redacted

June hire date- First Day on the Floor; July

The following steps have been taken to ensure Redacted's success:

- 7/7/2008-Met with previous manager, Redacted to discuss the EA's work habits and ability.
- 7/10/2008-Conducted 1<sup>st</sup> one on one in depth conversation going over her plan as an EA. Also discussed what has or has not worked to this point.
- 7/14/2008-Conducted closing training with small group of EA's whom have yet to see production. Individually she expressed her passion as a recruiter, discussed how we could implement into our daily plan.
- 7/24/2008-After weekly training the last 2 weeks and no production, we conducted an individual in depth training and discussed her individual expectations.
- Provided with further tools, daily calls log sheets, additional scripts that she had expressed interest in and some splitting schedules with other EA's and myself.
- 08/04/2008-Conducted a verbal warning based on severe lack of performance and also discussed a need to change her attitude/outlook on a daily basis.
- Homework given-not completed 3 separate times.
- 08/08/2008-Individual trainings on overcoming objections (seems the biggest area of weakness). Also setting firm expectations and deadlines for appointments.
- 08/11/2008-Twon one on one sessions-1 approach to the potential student. 2- Shortel reviews. She did not like when I sat next to her, used shotel to listen in and review conversations.
- 08/19/2008-2 on 1 training with other EA. Both indicated a lack of follow through by the student. Again we covered setting expectations and deadlines. Had her split on my phone calls.
- 08/20/2008-Provided with an audio CD of MAPS calls. Asked for written feedback, not provided.
- 8/21/2008-Again discussed a need for attitude adjustment and meeting my expectations.
- One on one-says she wants to improve. Discussed the need to follow through on her own assignments and responsibilities.
- 08/25/2008-Conducted a back to basics training with her and 1 other EA; discussed minimum call volumes, scheduling activities, block schedules, daily plans-homework was not completed.
- 9/01/2008-Again discussed lack of production; set specific deadline on daily plan; progress report; what the job means to her. 9/03/2008: One on one said no other concerns outside work, thinks she has a good week.
- 9/08/2008-Written warning given; homework not offered from verbal. Minimum expectations discussed.

- 9/09/2008-Asked her trainer to come in and see what her assessment was as she has been completely unreceptive. Assessment was not positive.
- Final verbal warning given; split her as her mentor and leads on team.
- 09/18/2008-Attitude has persisted. Non receptive to help from myself, [Redacted] and team leads. Preparing final written warning.
- 09/19/2008-Final written warning served.
- Met with director and HR to let them both know of the situation.
- 09/22/2008-Followed up with verbal conversation. Weekly plans and expectations were not prepared as discussed. When asked why she stated she couldn't talk now.
- 9/23/2008-All 3 reported appointments reported over last 2 days were rescheduled, I followed up with 5 of her scheduled leads, got ahold of 2 both asking not to be contacted again.
- 9/24/2008-2 hour training going over everything we could speak about. From approach to follow through to current students.
- 9/29/2008-EA expressed her feeling as it being a problem that is her fault. Met again with HR and director, [Redacted] to discuss dismissal request. Forwarding to HR.