

Redacted

October hire date-First day on the floor, October 31, 2008

The following steps have been taken to ensure **Redacted** success:

- 10/31/08-Met with new hire and conducted 1on 1 to go over initial expectations and progression of employee over the first 6 months. Went through the new hire checklist and went over final training papers.
- 11/10/2008-Conducted 1 on 1 training and went through what has and has not been working thus far. Expressed good work ethic and expectations of self. Also discussed what has or has not worked to this point.
- 11/11/2008- Individual trainings on overcoming objections (seems the biggest area of weakness). Also setting firm expectations and deadlines for appointments.
- 11/14/2008-Conducted closing training with small group of EA's whom have yet to see regular production.
- 0 Applications 10/31-11/17.
- 11/17/2008-Issued verbal warning for lack of production.
- 11/19/2008- Two one on one sessions-1 approach to the potential student. 2- Shortel reviews. he did not like when splitting with other EA's, used shotel to listen in and review conversations
- 0 applications 11/17-11/21.
- 11/21/2008- Discussion memo for performance.
- 12/1/2008-After weekly training the last 2 weeks and no production, we conducted an individual in depth training and discussed how we could improve individual expectations.
- 12/9/2008- Conducted a back to basics training with him and 1 other EA; discussed minimum call volumes, scheduling activities, block schedules, daily plans-homework was not completed.
- 12/12/2008- Again discussed lack of production; set specific deadline on daily plan; progress report; what the job means to him.
- 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.
- Homework given-not completed 3 separate times.
- Have conducted weekly trainings with EA ranging from: Proper Statusing, MAPS Calls, Overcoming Objections, Setting Expectations & Deadlines, How to utilize list as a resource to build your business, Generating Referrals.
- 0 Applications 11/21-12/15.
- 12/15/2008-Written warning given; homework not offered from verbal.

- **12/15/2008- Sat with EA and provided feedback on his approach and style. EA was very negative and somewhat combative, and on two separate occasions talked students out of going to school**
- **12/18/200- Discussed with EA the lack of progress and improvement and discussed his unwillingness to fully implement any of the suggestions and training that had been offered so far.**
- **12/28/09 – Application production to date still 0**

- **12/29/2008-Split with EA. EA demonstrated no command of the skills from the trainings offered or a willingness to incorporate any suggestions for his professional success**

- **1/5/2009- Application production still at 0 applications to date**