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| **Goals and objectives** | **Timeline** | **Performance targets and KPI’s** | **Communication with stakeholders** | **Feedback strategies** | **Monitoring and review strategies** |
| By 30th November 2023 Productivity for the team will increase by 10% and Cross they will be cross trained to take in the workload increase | November 2023 |  | Finance  Tom Hammond (HR Director  Emily Burr executive  Captain in Charge, Ellen Foster  Alex Muir account manager | Monthly Reporting and face to face meetings every 2 months | Feedback from stakeholders |
| **First Objective:*****implement a strategy across all teams to be cross trained, teach employees each others jobs, this will help with increase in workload and flexible working conditions.*** | March-July 2023 | 1 shift every 2 weeks in opposite team as they are now cross trained (cross training helps with workload) | Funding to participate in extra training | Email, face to face meeting with managers and team | Reviews from staff once they have been trained |
| ***Second Objective: Flexible working arrangements to be put in place in alignment with the strategic plan*** | January 2023 | by (time frame) 50% of team with flexible work arrangements will need to be in place | Will need extra resources as workload increases and manage KPI’s  Hr to help with Flexible work arrangements | 2 meeting times where they have to attend at least one | Timesheets |
| ***Third Objective: provide additional or external training, customer service training, time management training)*** | July-September 2023 | have each team member participate in external training course with interest that relates to job with 50% pass rate | Funding for external training, manage timelines and accountabilities | Email and reports back to team and management | Reviews and feedback from stakeholders |
| ***Fourth Objective: implement an individual performance plan*** | Feb 2023  Review May 2023 | implement performance plan for all team members with a review to be done by may 23 | Management and Hr and Accounts  Funding needed for pay increases and gifts | Face to face and email | Ask staff to do surveys on workplace happiness |

**TASK 2**