

Individual Development Plan (IDP) Form

**SAMPLE - Non Supervisory**

Employee Name: John Thompson Title: Enrollment Customer Service Lead Date: 2/16/16

Dept.: Enrollment Services Supervisor Name: Rob Lowe

**Short Range – Critical within present position (1 year)**

Goal (What do I want?/ What do I need to learn?) Deliver better presentations

Competencies/Technical Skills to be acquired	Learning Activities (trainings, conferences, projects)	Learning Resources/ Support needed	Time Frame: Start – Complete	Results Criteria (How have I succeeded in using my learning?)
Display more confidence about my units services to the public and enhance my level of professionalism	Read: "Develop Your Presentation Skills. You Only Have One Chance to Make a First Impression"	Check Library, SkillPort or Bookstore for book	3/1/16- 4/1/16	
Improve speaking skills	Attend Public Speaking and Communication Workshops Attend some Toastmasters Meetings	Approval to attend Communication Workshop	5/4/16	

**Mid-Range – Important for growth within present position (2 years)**

Goal: Learn more about Customer Service

Competencies/Technical Skills to be acquired	Learning Activities	Learning Resources/ Support needed	Time Frame: Start – Complete	Results Criteria
This skill will help me to relate to my customers better	Attend Course: How to Excel in Customer Service			
Take work-related business/communication classes at university	Register for 2 classes (6 units)	Release time (1hr) for 1 class during workweek. 2nd class will be in the evening	1/2016 - 5/2018	Long Term Goal in Process

**Long Range – Helpful for achieving career goals (3 years)**

Goal: Consider Post-Bac Degree

Competencies/Technical Skills to be acquired	Learning Activities	Learning Resources/ Support needed	Time Frame: Start – Complete	Results Criteria

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Fee Waiver  
 Non-Fee Waiver  
 Degree courses  
 Work Related