

Claim Leader s Performance Challenge

Screen # C28

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| | Screen Heading: Sources |
| Screen transition: | <p>Basically consider these sources of information:</p> <p>Note: have a graphic with stacked file folders, labels to the right, each is labeled with Documents, Examinations, Observations, Feedback. The user dicks on a folder and the next pop-up screen shows the corresponding row from below:</p> <p>Organizational documents, e.g., job descriptions, procedures manual, work standards</p> |
| Screen font & color: Yellow background | <p>Negotiation Strategies Local Best Practices The 60/40 Model CCPR Process Training Materials Customer Interaction Cycle Claims Process Goal Setting Worksheet</p> <p>Examination of existing documentation on performance, e.g., performance appraisals, work reviews File Reviews Reports and Trend Analysis Developmental Folder CPMS Reports</p> |
| Sound: <u>Description:</u> <u>File:</u> | <p>Observations of performance Ride/Sit Along 60/40 Review Checkpoint Meetings File Reviews Re-inspections Customer Contacts</p> |
| Graphic: <u>Description:</u> 4 stacked file folders with tabs to the right. <u>File:</u> | <p>Feedback Compliments Complaints Peer Assessments Self Assessments Checkpoint Meetings Customer Surveys</p> <p>Show Me An Example (2_)</p> |

Links to Example screen: E2 (a,c,p)