# Action Plan Template

This template is based on the online Action Planning Tool that is located on the Willis Tower Watson (WTW) platform. We recommend using the SMART Goal Template in the development of your plan.

You can use the template to develop your plan and then simply copy and paste into the Action Text field on the WTW platform or record your plan directly online. For information on how to add to the online Action Plan please refer to the Willis Towers Watson User Guide found on the Resources tab.

As a minimum, in the Action Text column, please include the following additional information to develop a more robust plan and define quality standards required for manager assurance, consistency across teams or groups and efficient approval of your plan from your manager:

* **What we will do (what’s the plan):**
* **How will we measure:**
* **Current State (Baseline):**
* **Success Target:**
* **Other elements** – as required

Example

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Priority Area** | **Issue Text (Item)** | **Action #** | **Action Text** | **Status** | **Due Date** | **Assigned** |
| Communication | My senior management team communicates openly and honestly | 1 | **Our Action: Conduct purposeful executive rounding with our teams**.  **Baseline:** 35% favourable score to Q36 – “My senior management team communicates openly and honestly to staff”  **What we will we measure:**  **Quantitative Target:** 100% departments rounded once every 4 months and 3 times per year  **When:** Measured at months 4, 8 & 12  **How we will measure:** Number of teams rounded / total teams  **Qualitative Target:** 80% favourable staff feedback (end of 12 months) from staff that the rounding’s have improved openness and honesty of communication.  **When:** Month 4 (50%), 8 (65%), 12 (80%)  Measured after each team discussion or at end of each round (every 4 months) - incorporate all actions undertaken to improve open and honest communication (e.g. site newsletter, forums, attendance at team meetings etc).  **How we will measure:** Direct **f**eedback using survey monkey / simple survey / just ask etc)  **Evaluating Success:**  **When:** 3 August 2020  **How:** Employee Engagement Survey  **What:** Q36 - "My senior management team communicates openly and honestly to staff"  **Target**: 80% favourable staff response | In Progress | 3 August 2020  (this is when we will formally evaluate if we have achieved our success target) | **Mary Parker (Lead)**  **Members**  **John K**  **Linda L**  **Kelly T** |
| Workplace Health & Safety | Improve the safety of the work environment. | 2 | **Our Action:** Raise safety awareness by having agenda item in all meetings, including discussions around near misses and reporting procedures for incidents or hazards.  **Baseline Performance:** September 2019   * Safety Score = 52, * Total team incidents reported in Riskman:4 per month   **What we will we measure:**   * Team Safety Score, and * Total team incidents reported in Riskman.   **When:** Monthly  **How we will measure:** Review monthly safety score and Riskman reports to monitor progress, continue and implement actions to improve performance.  **Evaluating Success:**  **When:** 28 February 2020  **How:** February 2020 Safety Score and Riskman report  **What:** Safety Score and Total Incidents Reported  **Targets**:   * Safety Score increased to 65, and * Total team incidents reported in Riskman = 10 per month. | In Progress | 28 February 2020 | **Tania Portelli (Lead)**  **Members**  **Rachel O**  **Lauren T**  **Tess J** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Priority Area** | **Issue Text (Item)** | **Action #** | **Action Text** | **Status** | **Due Date** | **Assigned** |
|  |  |  | **Our Action:**  **Baseline measure**:  **How we will measure:**  **Quantitative Target** (measure of success)  **Qualitative Target** (measure of success)  **Measurement Frequency**: Monthly  **How we will measure:**  **When and how we will evaluate outcome of this action** |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |