

London Borough of Waltham Forest

Personal Development Plan

**“Obstacles are those frightful things you see
when you take your eyes off the goals”**

Henry Ford



Name: Marti Nallison (Performance Improvement Manager)

Date of Plan: April 2009

Achievement Goals (for those with responsibility for service development and improvement projects)

The service development and improvement projects that I will achieve or help to achieve over the next year

No	Goals	Success Criteria (How you will measure successful achievement of the goal)	Deadline	Which organisational goals will this help to achieve?	Achievements (3 monthly review)
1	Lead the Culture & Sport Improvement Programme for Warnedowne (based on CSIT and Peer-Supported Improvement)	First cycle of CSIT Self-Assessment & Peer-Led Challenge completed, improvement plan produced and added to the Strategy document, Peer-Led Challenge conducted for a peer local authority, the Self-Assessment system integrated into the Performance Review & Improvement System, we have participated in the first network meeting.	Sept 2009	Change Objective 7	
2	Fully implement the Performance Review & Improvement System	Performance Review & Improvement System in operation for a year's cycle, performance measures established for all goals, base line data produced, targets in place for all measures, one full year of performance data collected, analysed and used	March 2010	Change Objective 7	
3	Integrate the new parks & green space contractor into the Performance Review & Improvement System	New parks & green space contractor involved in all parts of the Performance Review & Improvement System, including Self-Assessment. Traditional contract monitoring replaced by a modern partnership approach based on continuous improvement principles.	March 2010	Change Objective 7	
4	Assist the Cultural Services Marketing Manager to develop and implement the new Leisure Card scheme	Leisure Card scheme in operation throughout the Cultural Services, the Leisure Card used to collect data and information about the profile of the customers of the Cultural Services	March 2010	Change Objective 4	

Improvement Goals

The behaviours and habits that I will change

No	Goals	Success Criteria (How you will know when you have made this change)	Deadline	Which organisational goals will this help to achieve?	Achievements (3 monthly review)
1	Improve the way I communicate with people within the Directorate, so that I build rapport with more people, more of the time	People within the Directorate understand the role of CSIT, Peer-Supported Improvement, Strategy and the Performance Review & Improvement System. People respond positively to me during meetings, workshops and training sessions	March 2010	Change Objectives 4 and 7	
2	Become a 'team player'	The Cultural Services Managers accept me as part of the team I have good relationships with the members of the management team I focus on the needs of people when developing and implementing initiatives	March 2010	Change Objectives 4 and 7	
3	Change my lifestyle, so that I spend more time relaxing, exercising and working on broader personal development (work with Jamie to achieve this)	Lifestyle Wheel is balanced!	Sept 2009	All goals	

Personal Development Goals

The knowledge, skill or experience that I will develop

No	Goal	Success Criteria (How you know when you have achieved this goal)	Deadline	What development & learning techniques will be used? (i.e. formal training, informal training, self-learning, mentoring, job shadowing, special projects)	Which goals will this help to achieve?	Progress (3 monthly review)
1	Develop knowledge of NLP techniques and NLP skills	See Improvement Goals 1 and 2	Dec 2009	Formal training course, reading, audio-tapes and practice	Improvement Goals 1 & 2	
2	Develop knowledge of other 'high impact' communication and 'charisma' techniques and skills	See Improvement Goals 1 and 2	March 2010	Formal training courses and practice	Improvement Goals 1 & 2	
3	Enhance my knowledge of how to assess against the EFQM Excellence Model	Completion of EFQM Assessed Assessor Course	Sept 2009	Formal training course	Achievement Goals 1 & 2	
4	Learn Healthy Lifestyle Coaching methods	Completion of the Warnedowne Level 2 'Coaching 4 Health' course	March 2010	Formal training course, mentoring from Jamie	Change Objective 1 Improvement Goal 3	