

Personal Journey Plan

I have chosen the following three areas to focus on in my development this year. (EG) 'Have a Passion for all you do', 'Client relationship management' and 'Virtual Skills'. Having looked at the best practice behaviours in these categories I am particularly going to focus on and improve in the areas listed below. Please give me feedback if you see me falling into bad habits in these areas.

The categories and behaviours you have selected for your own Personal Journey to Excellence are as follows:



Have a Passion for all you do

My self-grade 8

Excellence Behaviours

Pressure is a privilege

It only comes to those who earn it. Don't complain about pressure. Thrive and feed off it.

I am going to rework how I feel about the pressure we sometimes find ourselves in.

Be resourceful

Consistently play from a 10 and know how to find your 10 when you feel it slipping downhill in difficult situations. Manage your emotions well in stressful situations. Remember: Event + Response = Outcome (E+R=O).

I am not going to allow situations to put me into a bad mood, I'm going to notice my mood and proactively intervene when it's going bad.

Work hard

To achieve great standards you should always deliver, walk the extra mile, walk further than others expect.

I will look for ways to surprise my colleagues and clients by exceeding their expectations.



Client Relationship Management

My self-grade 8

Excellence Behaviours

Be empathetic

Empathise with clients and colleagues about their challenges and take into consideration the emotional state of others. Notice the emotional state of others.

I'm going to focus on improving in this area this year and tuning into my colleagues and clients better. I will put myself in the other person's shoes and reflect on how they are feeling at least once per day, and I will reflect on how this changes my relationships with them.

Connect your client to ING

Provide pro-active updates on ING, our strategic direction, latest developments and innovations in the pipeline. Keep clients up to speed and underline our role as a trusted partner.

I will be sending quarterly emails to my clients with updates on ING relevant to their business and strategy.

Play hard and have fun with people

Create intimacy by getting into a social environment with colleagues and clients..... This is where you will create the strongest relationship. Go out for drinks, do something unusual socially with them ..

Covid and my naturally introverted nature has meant I have neglected bonding with my colleagues....so I am going to focus on this this year and organize drinks with colleagues at least once per quarter.



Virtual skills

My self-grade 8

Excellence Behaviours

Keep an eye on the non-verbals

Learn how to read the virtual room by watching people's facial expressions while presenting.

I want to get better at this as I find it difficult to do this in a virtual environment. I will study some videos on Linked in about facial expression reading.

Be present and mindful

Don't be distracted by other tools such as Email while you are on MS Teams calls...be present and mindful. Close Outlook to keep you honestly involved in the call and switch off MS Teams notifications. Switch your mobile to silent mode.

I need to practice this as I find it very difficult not to get distracted while working at home and on Teams calls..... I am always slipping into multitasking. I will turn off all notifications on my phone during the working day to avoid distractions. I will also close Outlook and switch off MS Teams notifications during meetings.

Use visually compelling, "story-telling" PowerPoint slides.

Familiarise yourself with various chart tools – Use the Brand portal to create great impactful slide for virtual presentations.

My slides are usually far to text heavy to be good in online presentations. I will keep my presentations concise and up to a maximum of 12 slides. I will practice using more imagery from the Brand portal and graphs and diagrams to illustrate the points I want to make.