

## Re: Coaching for Anthony

Jaime Barnhart <Jaime.Barnhart@theservicecompanies.com>

Mon 12/18/2023 3:43 PM

To:stephanied@stripe.com <stephanied@stripe.com>

Cc:Michele Cervantes <cervinitup@stripe.com>

Hello Stephanie,

These details have been discussed with Anthony and he is aware that we are looking to see improvements and that we will reevaluate mid January.

Thank you,

**Jaime Barnhart**

Operations Manager

The Service Companies



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**From:** Stephanie Doane <stephanied@stripe.com>

**Sent:** Monday, December 18, 2023 3:23 PM

**To:** Jaime Barnhart <Jaime.Barnhart@theservicecompanies.com>

**Cc:** Michele Cervantes <cervinitup@stripe.com>

**Subject:** Coaching for Anthony

Here are the notes for Anthony:

Areas for improvement are as follows:

1. Increased sense of urgency - this includes working on speed of delivery. Does he need training to learn how to move with more efficiency and an increased tempo?
2. More accuracy in following directions; listening carefully, asking clarifying questions if he needs more information, checking in before getting too far along on a task.
3. Refined awareness of personal time management (really understanding timelines for service and getting work done within those timelines)
4. Watching his tone towards co-workers
5. Actively working at all times (with, of course, breaks considered) i.e. less leaning and standing around. [I believe that sometimes this is a behavior picked up by observing others, but it is not a mentality that we want anyone to have]

Let me know if you have any questions.

Thanks Jaime!

I hope you have an amazing vacation and Happy Holidays!!