

Performance Improvement Plan

Service Description:

TM 099 is a 90-day external performance improvement plan designed to identify the key conditions for a territory manager's success. The program evaluates skill level, available tools, clarity of expectations and motivation to determine what is needed to create and sustain an environment where they can thrive.

Format: 90 days, 1:1 virtual engagement.

Tools:

The Connect 360° Assessment Tool is used at registration, as well as at 90-day and 180-day intervals, to track progress and development. Additionally, interviews with the internal team, a Tools Assessment, and a Motivational Factors Study provide a comprehensive view of both the territory manager and their surrounding environment.

The Connect Difference:

Unlike traditional Performance Improvement Plans (PIP), which are often a formality before termination, TM 099 is a true performance improvement plan designed to identify and implement the conditions necessary for a territory manager's success. Instead of simply assessing whether the manager meets pre-set expectations, we take a holistic approach, evaluating their skills, tools, motivation, and environment to determine what adjustments—both for the manager and their surroundings—are needed to drive performance.

This process is about genuine improvement, not just checking a box. At the end of 90 days, the goal is not just to decide if the territory manager stays or goes, but to define what success looks like and whether the organization is willing to create the right conditions for it.

Service Roadmap:

A Structured Path to Performance

First 30 Days – Assessment & Analysis

Key information is gathered through a 360° Assessment, along with interviews with the territory manager, sales leader, inside sales support, and counterparts. A Tools Assessment, Motivational Factors Study, and evaluation of expectation clarity are conducted to build a complete picture of the manager and their environment.

Second 30 Days – Implementation & Adjustments

A targeted improvement plan is developed and implemented based on the findings. This plan may include recommended changes not only for the territory manager but also for the surrounding factors that impact their success.

Final 30 Days – Monitoring & Adaptation

Progress is closely monitored, the effectiveness of changes is assessed, and necessary adjustments are made to ensure long-term improvement.

At 90 days, two critical questions must be answered:

Can this territory manager be successful?
What conditions are required for their success?

Connect equips sales leaders and territory managers with a comprehensive roadmap to success