

# PERFORMANCE CHECK-IN CONVERSATIONS



## PERFORMANCE CHECK-IN CONVERSATIONS

A Check-In Conversation between an associate and manager discusses progress made towards goals and addresses any challenges to date. As shown below, these performance conversations are a balance of looking back (past) and looking ahead (future).

### PREPARING FOR THE CONVERSATION

- Review the existing goals for the associate's career level
- Prepare a list of accomplishments to date (for both work and personal development)
- Prepare a list of areas for improvement or continued development

## CONVERSATION STARTERS

- What "win" are you most proud of since you set your goals?
- Are you on track or off track towards achieving your Performance Goals and Development Goals?
- What goals are causing concern for you and are you facing challenges?
- What are some potential solutions that may alleviate these challenges?
- In what ways can you improve your performance?
- What changes should be made to your goals, if any, so they are still relevant and up to date?

## TRACK PROGRESS OUTSIDE OF TEAM

Associates & Managers should keep all notes from the performance conversation in a Word document, One Note or Excel sheet for safe keeping.

### PERFORMANCE CHECK-IN CONVERSATIONS

Looking Back (Past)	Looking Ahead (Future)
Results and accomplishments	Career aspirations
Progress toward work goals	Performance acceleration opportunities
Progress toward development goals	Development opportunities
Identify challenges	Identify solutions

### SUCCESSFUL OUTCOMES

- Associate is aware that they are on or off track toward achieving their performance goals
- Associate and manager have identified solutions to existing challenges and have identified ways to improve performance
- Performance goals are reviewed and kept on file.