Post Planning Sessions

WHAT TO DO BETWEEN PERFORMANCE REVIEWS

Conversation Tips

Strategic Questions
- Are we focused on the correct tasks? Priorities?
- What could be your first step to achieving the project goal?
- How can I help you be more productive? More successful?

Problem Solve
- Work with your employee’s ideas to help them overcome challenges

Express Gratitude
- Let employees know when they are doing well

Encourage & Continue the Conversation

What do you expect to be the most challenging about your goals for this quarter?

What support can the department provide for your that will help you reach these goals?

What do you hope to achieve in our unit this year?

How can I be a better manager for you?

How often would you like to receive feedback?

What would be a helpful agenda for our weekly one-on-one meetings?

Following Up

- Should take place after important performance conversations
- Send follow-up documentation in a timely manner
- Include the date of the actual meeting, what was discussed, and what the expectations are moving forward
- Important for documentation purposes both the employee and the unit the employee is in
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Documentation is Not a Bad Thing

- Both low and high performers should be documented
- Always room for improvement, even high performers

Documentation Examples:

- Making notes of any frequent errors
- Record of conversations or check-ins, to reference if discipline is needed
- Saving emails that praise the work your employee performed

Documentation of Behavior

- Focus on facts and observations, not opinions and personalities
- Specify – when describing the behavior you observed, including who, what, where, and when
- Ensure the description is nonjudgmental and nonbiased

Documentation of Change in Behavior Needed

- Be assertive rather than aggressive when describing what change needs to occur
- Explain the specific behavior you would like to see from your specific employee(s)

Documentation of Behavioral Impact

- Explain how the behavior impacts the customer, the employee, and the department
- It’s also important to connect the impact to the University’s mission and vision
Goal Setting

- Make time to talk to your employee about their goals.
- Create and collaborate with your employee(s) when setting their goals.
- Employees' involvement in the goal-setting process increases the likelihood of achieving those goals.

Creating S.M.A.R.T. Goals

S: State specifically what you want to be accomplished. Ask who, what, when, where, and why questions.

M: How will you measure and evaluate the extent to which the goal has been met?

A: Ensure the goal is challenging yet within the employee's ability to achieve.

R: How is the goal relevant to the employee's key responsibilities?
   How is it aligned to the unit objectives?

T: Set one or more target dates. Be sure to include deadlines and frequency of checkpoints.