MassPerform

Expectations Feedback Development

Getting Started Guide:

Check-in Phase for Exchanging Ongoing Feedback

Getting Started – Delivering Feedback

MassPerform Check-ins are an opportunity for both managers and employees to exchange feedback about what is being accomplished and how results are being achieved. Refer to the Asking Questions Job Aid for questions that both the manager and employee can ask to ensure these conversations are candid and productive.

Managers & Employees:

Remember that MassPerform Check-ins are different than a routine business touch-base. Check-ins are meant to be flexible and scheduled at the most opportune time for your business needs, so feel free to expand one of your regular business touch-base meetings into a MassPerform Check-in by referencing your established expectations and goals. Reflecting on *how* results are being achieved – or what skills are being used or could be used differently – can turn a business touch-base into a MassPerform Check-in.

Conducting Ongoing Check-ins:

- ❑ Watch the video demonstration of a MassPerform Check-in.
- ❑ Find a quiet and private place to talk; take steps to minimize interruptions/distractions.
- ❑ Leverage the Manager/Employee Planning Tool for Check-ins to stay on track and generate results.
- ❑ Ask questions and listen to understand one another's perspective and intentions.
- ❑ Focus on both actions taken and skills used to achieve results.
- ❑ Use the SARAH Cycle and 3 Triggers to manage each other's responses to feedback and when receiving your own difficult feedback.
- ❑ Remember to adjust expectations if business priorities have changed and ensure that employees have new goals in place to meet any new expectations.
    - Visit the Ongoing Check-ins section of the MassPerform Resources Page for video demonstrations and job aids for both managers and employees to add/ update expectations and/or goals.
- ❑ Optionally add comments to expectations in MyPath to memorialize feedback form your Check-in conversations. These comments will be helpful during the Wrap Up stage when employees are reflecting on their own performance and managers are evaluating performance.



Best Practice: Use the MyPath system to memorialize your feedback conversations

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