

# MassPerform

Expectations Feedback Development

## Getting Started Guide: Kickoff Phase for Expectations & Goals Setting

## Kickoff Phase: Expectations and Goals Setting

This guide will provide information and instructions for completing the Kickoff phase of MassPerform, including **required steps (outlined in blue and starred\*)**, best practices and additional resources to ensure a successful Kickoff for both managers and employees.

### Both Managers and Employees:

- ✓ Complete the Intro to MassPerform Training before your Kickoff Check-in Meeting.
- ✓ Watch the [video demonstration](#) of a MassPerform Kickoff Check-in.
- ✓ Complete the *Turning Feedback into Change* when offered by your Secretariat.

### Managers:

Clear expectations are key to the employee's success and an effective relationship with your team, so ensure that you have clarity of your own expectations before having these conversations.

#### Before the Kickoff Check-in:

1. In [MyPath](#), Managers schedule Kickoff Check-in, select cadence of future Check-ins and enter Expectations. \*
  - Send Outlook invites to employee for Kickoff and future Check-ins.



#### Best Practice:

Employees are typically assigned 2 to 4 Expectations.

2. Prepare for the Kickoff Check-in by:
  - Completing the [Setting Expectations Planning Tool](#) for each expectation.
  - Reviewing the [Asking Questions Job Aid](#).

#### During the Kickoff Check-in:

3. Use your Setting Expectations Planning Tool to keep the conversation on track.
  - Be transparent and explain what is expected of you as a manager of this team.
  - Explain each of your expectations for the employee, and that expectations may need to be adjusted if the business goals or priorities change.
  - Clarify that you will hold the employees accountable to these expectations, so the employee should let you know if they need to discuss for clarity at any point.
  - Use the [Job Aid: SARAH Cycle and 3 Triggers](#) to clarify perspective and intentions and to manage defensiveness.

4. Finalize SMART goals drafted by the Employee for each expectation\*

- Ensure the employee's goals are SMART, outlining specific actions that describe not only *what* they will do but also *how* they will achieve your expectations.

5. Debrief your conversation using the [Setting Expectations Planning Tool](#) debrief section.

#### After the Kickoff Check-in

6. Observe employee progress between Check-ins: What's working? What's not working?
7. Be prepared to adjust expectations based on changes to business needs and priorities.

## Employees:

Having a clear understanding of what is expected of you will enable you to set and achieve goals that are aligned with top business needs and priorities.

### Before the Kickoff Check-in:

1. View your manager's expectations in [MyPath](#). \*
  - Note:** this task is not accessible until you receive an email notifying you that your manager has entered their expectations for you in [MyPath](#).
2. Draft SMART goals to support your achievement of each expectation. \*
  - Your goals should describe not only *what* you will do but also *how* you will achieve them and meet expectations.
  - Review the SMART goal definition in the MassPerform Program Guide & Toolkit.
3. Prepare for the Kickoff Check-in by:
  - Reviewing the [Asking Questions Job Aid](#).

### During the Kickoff Check-in:

4. Use the [Job Aid: SARAH Cycle and 3 Triggers](#) to clarify perspective and intentions and to manage defensiveness.
5. Debrief your conversation with your manager using the debrief section of the [Setting Expectations Planning Tool](#).

### After the Kickoff Check-in:

6. Enter the agreed upon SMART goals for each assigned expectation in [MyPath](#). \*
  - Leverage the [MyPath](#) system to track progress on your goals and record notes from your Check-in conversations with your manager.
7. Reflect on your progress between Check-ins. What has been more difficult/easier than you thought?