

REGULAR PROGRESS UPDATES CONVERSATION GUIDE for managers

Progress updates are mini performance summaries that help people to know how they are doing and where to go next.

- PURPOSE:** To help people review their progress with **outcomes**, develop **insights** and decide how to take the **learning** forward
- HOW LONG:** Approx. 20 to 30 minutes
- HOW OFTEN:** Every one to three months



TO SET THE SCENE	SAY SOMETHING LIKE
<ul style="list-style-type: none"> › Open with warmth and recap the purpose. › Confirm what to cover and timing. 	<p><i>This is an important opportunity to reflect on the last [X] months and plan ahead.</i></p> <p><i>What would it be most useful to cover?</i></p> <p><i>We have [X] minutes to discuss...</i></p>

TO EXPLORE PERFORMANCE	SAY SOMETHING LIKE
<p>O OUTCOMES</p> <ul style="list-style-type: none"> › Lead with recognition for successes. › Explore the individual's main priorities including development goals. › Help to identify any important patterns in their feedback from others. › Provide a rough guide to the level of performance they are achieving. 	<p><i>Thank you for your hard work. You are achieving particular success with...</i></p> <p><i>What are your thoughts about your main priorities?</i></p> <p><i>What do you see as the most important areas to focus on in the feedback you have received?</i></p> <p><i>Your achievements are at [X] level...</i></p>
<p>I INSIGHTS</p> <ul style="list-style-type: none"> › Analyze the drivers behind their performance and the capabilities they are using. › Explore where the wider context is influencing their outcomes. 	
<p>L LEARNING</p> <ul style="list-style-type: none"> › Explore what learning to take forward. › Adapt goals as needed. › Identify where you may need to provide additional support. › Finish on a positive note. 	

