Reflektive

Check-In Conversation Guide for Managers

According to the NeuroLeadership Institute, a Check-In conversation can activate the brain's primary threat-and-reward center. Ensuring employees have a sense of trust and control goes a long way in making feedback conversations effective.

To build trust between managers and employees, we recommend starting Check-In conversations with asking employees how they want to receive feedback. This goes a long way in giving you both more peace of mind before your meeting.

1. Learn About Your Employee

Knowing how your employees like to hear feedback is important. Send over some or all of these questions before your Check-In conversation.

- A time I had a great experience getting positive feedback was…

- An example of when I benefitted from constructive feedback was…

- What's important to know about how I like to receive feedback?

- What doesn't work well for me in receiving feedback?

- How I like to be coached for my growth is…

2. Preparing for a Check-In Conversation

- At the end of this meeting, what do I want my employee to know? Believe about themselves?

- What's most important to them in their role and how will I empower their growth?

- What might surprise them?
  - How can I best prepare for this?

3. Tips for Conducting a Check-In Conversation

- Consider letting them talk first — have them walk you through their self-assessment.
    - o This gives you the ability to learn more about their perceptions before you provide your feedback.
- Be curious — listen to understand your employees' perspectives on their performance.
- Provide your perspective on the difficulty, attainability, and relevance of their goals, and if they're ready for new ones.
- When you give feedback, be specific:
    - o What did you observe them doing?
    - o What was the outcome?
    - o How did this impact the organization?
    - o How does their work matter?
- Make sure to book a conference room for your conversation.
- Avoid using extreme words like "never" or "worst"
- Focus on their performance, not their personality
- Keep a neutral tone