

Monthly One on One Communication Feedback sessions

GROW model

Goals Discuss previous months goal achievement and success. (No surprises as they should have been given casual immediate feedback and help during the month) Set goals and objectives for this month. Remember there should be an element of development.

Reality – What was actually achieved against what was set. Identify and discuss why. Celebrate achievements.

$$GAP = Goal - \frac{Actual\ Performance}{Behaviour}$$

Obstacles – What prevented full attainment of goals? Opportunities/ Options: What opportunities do I have to repair, correct and grow for the next month.

Here you ask them what options do they think they have to e.g. correct and/or options to overcome and/or options in resolving an issue e.g. conflict, options for next month?

NB: Ensure that the employee gives the options – not what you want as there will be no commitment and buy-in . Let them decide on consequences of non-delivery.

Way Forward – Where to from here? What you are going to DO the following month i.e. action plan. Both manager and employee agree on times to chat, help willing to give, timelines etc. if necessary.

NOTES:

Notes must be taken by manager and employee. Manager –keep in Employee work file. Employee – encourage them to keep a Feedback file.

Employees need to come prepared with written preparation evidence, as do managers. Not depth but evidence of planning before the meeting.

Both manager and employee use the same prep sheet.

Monthly One on One Performance Feedback Preparation Document: GROW

Name:Manager:

Date:

Goals:

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Reality

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