

Touchpoint Conversation Guide for Employees and Supervisors

This guide helps supervisors and employees:

- Prepare for a productive two-way conversation
- Organize ideas and make note of key successes and challenges
- Anticipate what topics both parties will want to cover
- Decide together what is next for the employee going forward

Instructions:

SUPERVISORS

Start by defining and agreeing on work goals together with the employee. Explain what is expected of you as a supervisor and how the team fits into the department and broader institutional goals. Cut, paste and send this worksheet (including instructions) by email to your employee one week before the scheduled Touchpoint. Give careful thought to answers for the employee's **highlighted** questions in sections 3 and 5 once they have replied. Print the email and use the "notes" area in sections 2 and 4 to prepare for and guide the discussion topics you want to cover during the meeting.

EMPLOYEES

Review each section of the worksheet as you reflect on the last few weeks' activity. Use section 1 to identify your key accomplishments and priorities. In sections 3 and 5, **highlight** the topics and questions you want to discuss during the Touchpoint meeting. Email reply your selections 2-3 days beforehand. Print your reply and use the "notes" section to capture your thoughts and prepare for the discussion.

- After each meeting record key discussion points, action-items or feedback.
- Save a copy of each month's notes for the annual appraisal.
- Regularly ask for and offer informal feedback between the Touches.
- Set-up recurring invites for future Touchpoints.



WHO	TOPICS AND IDEAS FOR TOUCHPOINT AGENDA	NOTES
1. Employee	START THE MEETING BY: <ol style="list-style-type: none"> 1. Highlighting some of your contributions. 2. Discussing your ideas about what's next to focus on. 3. To date, what work priorities have you achieved? 4. What priorities will carry over into the next month? 5. What new priorities have emerged for you, your team or the college/department even through remote work? 	
2. Supervisor	<ol style="list-style-type: none"> 1. Share your insight on key work priorities that impact and involve the employee. 2. Highlight the contributions to key work priorities that the employee has helped achieve. 3. Describe the actions to be carried out to move important initiatives forward during the next month. What can the employee do to help? 	
3. Employee	YOUR PERFORMANCE: Now and Moving Forward Check/Highlight 2-3 questions you'd like to ask your supervisor: <ul style="list-style-type: none"> <input type="checkbox"/> What's one thing I do well that I should continue doing? <input type="checkbox"/> What's one thing I can do to grow in my position? <input type="checkbox"/> What's one area in which I can increase or re-focus my attention? <input type="checkbox"/> What do you think is the one thing I could do to make even more progress in my role? <input type="checkbox"/> What's next for me to focus on? <input type="checkbox"/> What's one thing I could do to contribute even more? 	
4. Supervisor	SUPERVISOR'S PERSPECTIVE: <ol style="list-style-type: none"> 1. What's gone well, employee contributions and their impact. 2. What's next to focus on. 3. Other topic ideas: How has remote work impacted the team's dynamics? 	
5. Employee	YOUR DEVELOPMENT AND WORK INTERESTS Check/Highlight 2-3 questions you'd like your supervisor to ask you: <ul style="list-style-type: none"> <input type="checkbox"/> Is there anything you want to be involved in? <input type="checkbox"/> Is there a new skill you want to develop? <input type="checkbox"/> As you think about your professional progress, what on-the-job experience would be helpful? <input type="checkbox"/> What's one of your skills you'd like use or use more of? <input type="checkbox"/> What do you wish you knew more about within the organization that would be helpful in your job? <input type="checkbox"/> What adjustments can we make that would improve your well-being? 	
6. Supervisor	SUPERVISOR SUPPORT Questions to ask your direct report: <ol style="list-style-type: none"> 1. What's one thing I'm doing to support you that is working? 2. What's one way I could support you more? 3. What's one way we could work better together? 4. Are you getting enough feedback from your colleagues and me? 	
7. Supervisor and Employee	ACTION ITEMS Identify next steps to your conversation, such as follow-up items, action items, new goals, ideas for development, etc.	