

My.Performance



Your guide to having a great performance review

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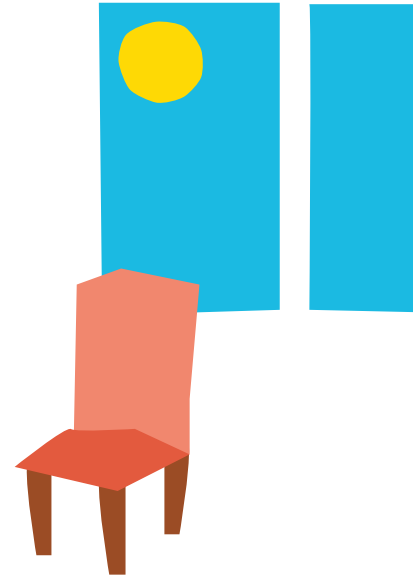
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Why do we have performance reviews?

Reviews are a great time to look at how you're doing. It's a chance for you and your Manager to sit down, summarise all the conversations you've had to date and talk in depth about what you have achieved, how you can develop and identify what support you may need going forward.

Don't forget reviews shouldn't be the only time you talk about your goals and performance, it should be an ongoing conversation between you and your Manager.

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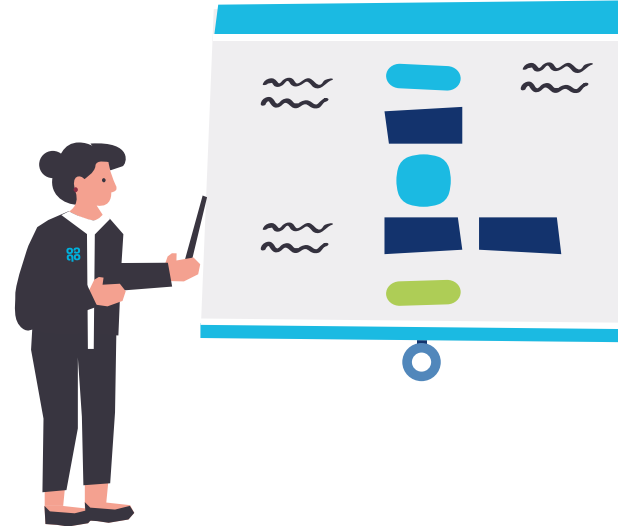
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It's all in the prep

A performance review is quality time with your Manager to discuss your performance overall: concentrating on your day job, goals and behaviours. Prepping in advance is essential to get the most out of your review:

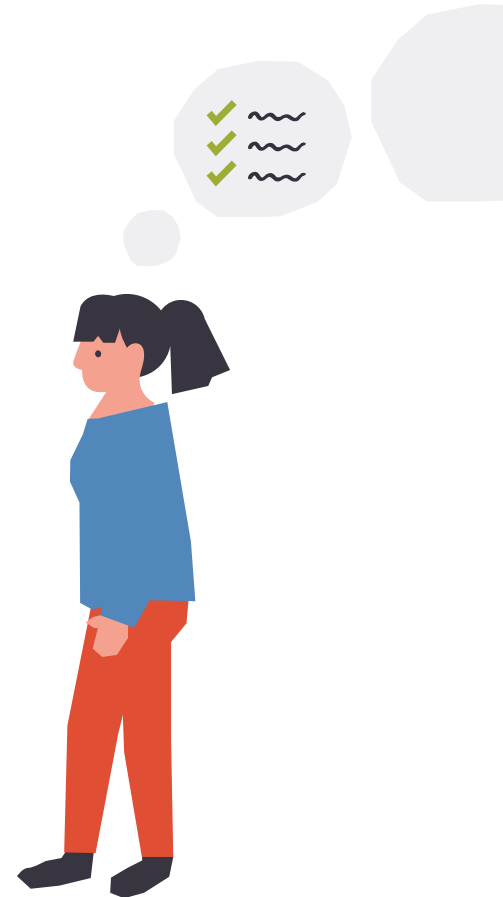
- Take responsibility - book in your review session
- Spend some time thinking about what you have achieved and how you have delivered it
- Think about the ways of Being Co-op and how you are demonstrating these on a daily basis
- Get specific, gather a range of data and information
- about your performance

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Continued...

- Collate the feedback you've asked for throughout the year
- Make sure you send everything in advance so they can prepare
- Don't forget to think about what you have learnt; what went well and what could have gone better
- Look forward and think about what you're going to do to achieve your goals
- Think about what developmental support you need
- Explore and use the My.Performance intranet material or ask your Manager if you need some help

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We are all adults

Honest adult conversations are key in building trust between you and your Manager and helps to get the most from performance discussions. Here are some tips:

Things to do

Active listening, phone off, door closed
- no distractions, mentally being in the room, interested and engaged body language, fully prepared and organised

Things to say

Why, what, how, who, where and when, I think, I realise, I see, I believe, in my opinion, I understand, I appreciate

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Timeline

1
month
to go:



2
weeks
to go:



- Check that your review is booked in the diary
 - Start pulling together any data and information to share
 - Think about the feedback you've had over the performance period and ask for any extra that might be missing
-
- Make a note of your achievements so far
 - Reflect on your feedback and think about what that means
 - Bring together all the relevant information and give this to your Manager so they can prepare

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Timeline continued

1
week
to go:



On the
day:

- Look forward as well as back, think about future goals and development
- Use the My.Performance intranet to help you prepare
- Take time to prepare
- Note down the main points you want to talk about and don't forget about your development
- Listen, discuss, ask and accept support
- If you're not sure about something that is said, ask
- Enjoy - this is your time



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What should I be doing?



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Ask why to clarify anything you are unclear about

3

During the conversation make notes on the key points, so you can reflect on these later

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Don't be afraid to be proud – shout about your achievements

1

Be prepared to own the conversation, this is your time so expect to do most of the talking

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What should my Manager be doing?



- **Welcome and warm up:** take time to make colleagues feel at ease and get the conversation going
- **Ask:** open questions that focus the conversation on achievements, development needs and feedback
- **Supply:** a range of feedback but make sure there are no surprises
- **Plan and part:** Discuss and agree next steps

Remember: phones off, give your full attention to the conversation.

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Performance ratings

Your performance rating shouldn't be the most important part of your review and for that reason we don't recommend that these are the focus of your conversation.

However, you should be walking away with a clear view of how you are performing, your strengths and key areas of development.

Your overall performance rating will take into account **WHAT** you have achieved and **HOW** you have achieved it.

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Outcomes and actions

- Take time to celebrate your achievements
- Agree and note down what you have discussed
- Capture your review on the My.Performance documentation
- If it's right for you, adjust your goals or create new ones
- Don't forget to review your development plan



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Where can I get additional information?

- Talk to your Manager
- My.Performance intranet
- Colleagues' Guide to My.Performance
- Leadership Development Zone (LDZ)
- If you're a manager, have a look at your Being a Co-op Leader Journal or the Manager's Guide to My.Performance

