

Example Conversation Structure

This document provides a framework to guide our performance conversations. Before the conversation takes place: gather the relevant documents listed in the Resources Available' column. Review areas requiring preparation before the conversation.

Issues to raise and discuss	Why we do this	Possible questions to ask	Resources Available	Time (minutes)
<p>Wellbeing (include annual leave, sickness absence and flexi): Checking in with individual about how they are</p>	<p>To understand how they are and if they require support from you</p>	<p>When does your wellbeing feel at its best at work? Is there anything you'd like to share with me? What do you think would help you with...? Do we need to make other people aware of this commitment/change you're making? Is there anything that might stop you from doing this? Do you take regular breaks from your work station? Do you have at least 30 minutes uninterrupted break each day? Do you regularly check emails away from work? Do we need to review this?</p>	<p>Annual leave and flexi information from TRS Any records/reports from Occupational Health?</p>	<p>10</p>
<p>Workload (including looking back and forward): Reflection by individual of performance/progress since last conversation. Update/review/refresh objectives and discuss actions to be completed before next conversation.</p>	<p>To reflect upon work load, note if there are any performance concerns and agree any changes to work objectives.</p>	<p>What progress have you made with...? What milestones and activities are coming up? Where are things going well/not so well? Are there changes needed to your objectives? What will your focus be over the next month? How will you know it's a success? What support can I or others give you?</p>	<p>Notes from previous conversations Notes captured elsewhere (OneNote, other Office 365 apps)</p>	<p>20</p>

		Do we need to review this in the future?		
Feedback: Review and discuss feedback received and feedback the individual may have	To celebrate successes, note where changes may be needed and establish any learning needs	What positive feedback have you had? What does the feedback tell you about...? How could you improve...? What steps can you take to get things back on track (timescales/budget/scope)? What support can I or others give you? Do you have any feedback for me?	Feedback from other colleagues Observations from manager/s	10
Behaviours: Compare current behaviours and working styles to our values and behaviours framework.	To create a clear outline of where our behaviours are met and where development is required	Have you considered how you could find a better way of doing...? Have you sought feedback from others about your impact on them? Where could we improve our team's service? Are there other colleagues you could link with? Can you give me an example of...? What steps can you take to improve your working relationship with....? How can we develop your behaviours in X to help you with your next move?	Our values and behaviours framework Team/Office/Delivery Plans.	10
Training and Development: Discussion of any training or development the individual may need to perform their role to a high standard. Review of any training already undertaken.	To assess whether there are any training and development needs	What would help you to do your job even better? Where do you think you need to develop? What are your aspirations for the coming year? What impact has X training had on....?	Training records Notes from previous conversations Notes captured elsewhere (OneNote, other Office 365 apps)	10