



TOGETHER WE PROUDLY ENHANCE THE QUALITY OF LIFE FOR OUR COMMUNITY

Ipswich City Council is committed to developing and maintaining a culture based on its Values of Collaboration, Communication, Integrity, Efficiency and Leadership, ensuring every person feels valued and supported at work.

Check-in conversations are an opportunity for employees to have regular, two-way discussions with their supervisors taking a whole-person approach. Each conversation is supported by the Performance Framework form and focuses on:

- General discussion – how are things going?
- Setting goals for continuous improvement
- Council's Performance Factors – delivering on our Values
- Career aspirations
- Professional development

Employees should complete the Performance Framework form and submit it to their supervisors a minimum of one week before the Check-in conversation to allow time for the supervisor to review the comments and prepare feedback.

Plan quality conversations

Check-in conversations should uphold the dignity of those involved and be set up to support the best outcome from the discussion:

- What words, tone and body language you will use?
- When and where will the conversation happen?
- How will you ensure your message is delivered clearly?
- What will you do to check the other person's understanding?

Give feedback

The Performance Framework form asks employees to rate themselves against Council's Performance Factors and provides supervisors an opportunity to rate each employee. Check-in conversations provide a space to openly discuss why ratings are aligned or dissimilar.

Positive and constructive feedback should be provided by both the supervisor and employee. Take the opportunity to acknowledge what is going well and how things can be improved.

Consider how you might support your feedback with:

- Measurable results
- Self-reflection
- Customer feedback
- Feedback from colleagues

Describe specific situations and behaviours which had an impact on the achievement of outcomes, customer experience, your team or Council. What was done well? What could have been done differently?

Listen

Active listening is a critical part of every conversation and can be a difficult skill to master in today's fast-paced world. Check-in conversations should not be rushed. A quality conversation provides ample time for both parties to consider their responses. Giving someone the space and time to think through what they want to say is a powerful statement of support.

- How will you ensure enough time is allocated for the conversation?
- What questions might you use to check your understanding or find out more?
- How will you set the stage for dialogue instead of simply waiting for your turn to speak?

Take action

Finish each Check-in conversation by agreeing forward actions, ensuring both employee and supervisor understand what is expected and by when.

- What is required before the Performance Framework form will be signed off?
- What actions will the employee take to commence progress toward achieving their goals?
- Is support required from the supervisor to enable the employee to progress?
- When will the next Check-in conversation take place?