

# myCareer

## Mid-year feedback and touch point: Conversation Guide



The mid-year touch point is an opportunity to sit down and discuss what is **working well**, what needs to be **done differently** and agree any **associated development and support**. To avoid any surprises in the **Preparation**

Building on the foundation of informal feedback, prepare for the conversation:

- ✓ **Establish a conducive climate:** schedule the meeting in advance and stick to it, allow enough time to discuss the review, locate a private space and guard against interruptions.
- ✓ **Ask the employee to prepare:** to reflect on whether goals (career, expectations and behaviours) have been met, achievements and successes, whether support or development is required and any questions or feedback they have. It can be helpful at this point to reflect on your myCareer form. However, it is not an elaborate data gathering exercise and it can be a conversation without a form.
- ✓ **Take time to prepare yourself:** focus on employee strengths and [appreciating](#) their contribution. Frame improvement feedback as support to overcome barriers. Prepare to ask [questions](#) and allow space for [listening](#). This conversation may be completed as part of existing processes e.g. Promotion or Tenure Track Discussions, Career Development Committees, Probationary Meetings.

### Open Discussion Preparation

- Why am I delivering this feedback? Am I providing feedback that will help?
- How can I foster an open and positive discussion?
- Have I allowed the employee to discuss their perspective / performance with me?
- Have I listened to the employee's perspective and incorporated it into my analysis of the situation?

### Evidence-Based Preparation

- Have I explained how the employee's strengths positively impact their performance? How can I describe the impact on the team and UNSW?
- Is there any performance improvement needed? How can I explain this with facts?
- How can I explain the consequences for the team and UNSW of not meeting performance standards?

### Forward-Looking Preparation

- How can the employee use their strengths to further lift performance?
- How can I motivate the employee? What is the outcome if the employee changes?
- What tangible next steps can I agree with the employee to address performance improvement / resolving the consequences of mistakes?

### Discussion

- ✓ **Make it clear that this is a joint discussion:** Ask questions and listen to the employee's opinion. Avoid words or body language that criticise the employee's view. Be willing to modify the myCareer Plan and update or change goals to reflect what is discussed and agreed on at the meeting.
- ✓ **Discuss performance against expectations and behaviours for the review period:** Review whether the goals were met and any obstacles that affected goal achievement. *How do you think you've performed over the last 6 months? What's working well? What progress have you made? What would you do differently if you had the chance? Are there any barriers you are facing?* Listen; and in response discuss performance strengths, areas for improvement and cite examples. Don't overly emphasise areas for improvement. Focus on strengths and recognition.
- ✓ **Discuss development in the current role or a different role:** Discuss the employee's development, career goals and opportunities. *What development has worked well for you? What hasn't?* Look at structured, social and self-directed options. Incorporate any improvement areas discussed.
- ✓ **Agree clear next steps:** Ask *Anything else? Any feedback for me?* **Optional:** use the **myCareer Plan** to document the check in. This clarifies priorities, development opportunities and agreements reached.