

The Role of the Employee in Performance Touchpoints

The Performance Touchpoints process includes a two-way dialogue between supervisor and employee. Rather than the employee receiving a rating, they will have on-going, candid conversations about performance, which will include 5 different elements (the 5 C's): Contributions, Capabilities, Connections, Career, and Culture.

Below is some guidance on how the employee should prepare for Performance Touchpoints with their manager.

Preparation

- Consider any feedback you have received from peers, mentors, and supervisor throughout the year relevant to your performance. Utilize the questions in the ["Preparing for Your Performance Touchpoints" form](#).
- Review your past performance assessments, professional development activities, key job assignments, work accomplishments, projects, and initiatives you have completed.
- Identify areas needing improvement and develop a plan for improving them. Include what you need from your supervisor to help you improve.

Receiving Feedback

- Get ready to listen...stay focused and don't interrupt.
- Listen for the whole message, hearing before evaluating.
- Seek first to understand. Ask questions for clarification.
- Take notes.
- Use open body language - lean forward, eye contact.
- Seek specific, descriptive examples of incidents and trends.
- Paraphrase your understanding of what you heard.
- Ask for areas for improvement/growth and seek resources.
- Accept praise graciously....don't deny it.

Be an Active Contributor to the Process

- Take responsibility for your own performance and professional development.
- Use this as an opportunity to link department goals with your professional development plan.
- Cite specific achievements and the value they added to your department's mission.
- Quantify them whenever possible. Think results, not just activities.
- Objectively review your strengths and weaknesses, candidly admitting when things went wrong.
- Identify your professional goals for next year, linking them to your department's strategic plan.
- How will you add value to your department in the future?

Take Responsibility

- Clarify your supervisor's expectations.
- Solicit feedback.
- Practice receiving feedback.

Manage Your Frame of Mind

- View feedback as an opportunity to gain useful information.
- Assume the best intentions.
- Prepare your personal strategy.
- Don't take criticism personally.
- Avoid being defensive.