PERFORMANCE *at* IU

Remote Performance Conversation Overview

Best Practices in Performance Conversations with Remote Employees

- Trust that "out-of-site" workers are doing their work.

- Evaluate work based on results as opposed to time at a work station

- Set clear expectations

    – What does our team deliver and what are individuals responsible for?

- Have an explicit communication agreement that details when and how you will communicate as well as detailing available and unavailable times.

- Communicate in varied methods, email, Zoom, IM, etc. Make sure the methods match the need and be mindful of flooding email inboxes.

How does the remote performance conversation tool work?

Prior to the remote performance conversation:

- Leaders and employees schedule a 30 to 60-minute meeting by phone or Zoom regularly. Best practice for remote conversations is at least bi-weekly.

- Employee completes the current priorities section with the priorities for the determined time period (next week or two weeks depending on meeting schedule).

- Employee completes the update of previous priorities section with the status priorities for the determined time period (next week or two weeks depending on meeting schedule

During the remote performance conversation (*time estimates are based on a 30–min meeting schedule):*

- Leaders and employees spend approximately 20 minutes discussing employee's work priorities updates. This time should be split between leader updates and employee updates. If in doubt, give the employee more time.

- Leaders and employees spend approximately 10 minutes discussing the questions under communication and support. These may change from meeting to meeting and may not need to be reviewed every meeting.

- Conclude meeting with a quick review of actions for both the leader and employee.

Following the remote performance conversation:

- Leader and employee implement action items confirmed during the meeting.

- As desired, save remote performance conversation forms electronically or in a paper file for future reference and end-of-year performance reviews.

- Schedule the next meeting.

Who should participate? How often?

All leaders should hold a meeting with each employee at least bi-weekly.

> **For more tools and resources, go to Performance at IU at <u>hr.iu.edu/training</u>.**

Remote Performance Conversation Tool

The remote performance conversation tool is designed to support leaders and employees in having remote performance conversation and track priorities and performance. A successful tempo is at least one monthly conversation between employee and leader.

Employee Name:	Date:

Current Priorities

PRIORITIES	CHALLENGES/ROADBLOCKS	SUPPORT NEEDED	SUCCESSES

Updates of Previous Priorities

PRIORITIES	STATUS (complete, continued, etc.)	CHALLENGES/ROADBLOCKS	SUCCESSES

Communication and Support (Create a dialogue; questions could be asked/answered from both employee and leader. Select one or more questions from this list.)

PRIORITIES	
What are your current concerns/challenges?	
What professional development plans do you have? Are you able to use this time to create a professional development plan?	
How can I best support you during this time?	
How frequently should we meet?	
What is the best method of communication (email, IM, Zoom) outside our regularly scheduled meetings?	