

How to REFLECT

Voiceover: As you are gearing up for your annual REFLECT conversations, here are some useful tips to help you prepare and hold your REFLECT conversation.

Remember — REFLECT is about taking a step back to review your job expectations and professional development goals for the past year, identifying where improvements can be made, and discussing how you can continue to develop in your role. This is also the time to explain the role of the team member in the bigger picture, and to update job expectations for the upcoming year.

Schedule and Prepare

Supervisor: Hey Sally, I'm really glad you continue to work on your professional goals. Next month let's schedule some extra time for your REFLECT conversation. In the meantime, start by filling out the six questions on the REFLECT form. It's available on the ENGAGE website. I'm happy to help you if you have any questions. Do you have any for me right now?

Team member: I do remember receiving emails about the REFLECT form. Can I write my responses or does it have to be electronic?

Supervisor: Its fine to hand write the information. Everyone has a preference. I plan to do mine electronically. Just remember to bring a copy with you and I will give you a copy of mine as well. This will help us make the most of our conversation. Do you have any other questions for me?

Team member: That's all I can think of for now.

Voiceover: You can prepare for your REFLECT conversation similarly to how you prepare for your monthly ENGAGE conversations. If you're a team member, review your ENGAGE notebook from the past 12 months and use your notes to help guide you to complete the REFLECT team member form.

If you're a supervisor, review your ENGAGE notes for the team member over the past 12 months to help with completing the REFLECT supervisor form. Preparing for the REFLECT conversation gives both the supervisor and employee a comprehensive look at their professional development goals for the prior year and allows time to think about on what's ahead for the upcoming year. Both should also start thinking of how they can work together to accomplish the team members professional development goals.

Hold REFLECT Conversation

Voiceover: Come to the meeting with your REFLECT form, your ENGAGE notebook, and any notes you've prepared. Remain open minded and supportive because ENGAGE and REFLECT are all about us getting better together. You can use your REFLECT form to help guide your conversation. Be sure to go over everything in the form to ensure you both are on the same page. Also feel free to ask questions specific to the team member's professional development goals.

Supervisor: Matt, I know you really wanted to work on your presentation skills. I think you've been steadily improving. How are you feeling about your progress?

Team member: I was really proud of the way I presented to the board a couple months ago, but I fumbled last week in another presentation. Comparing the two, I know I need to work on better preparation.

Voice Over: Team members – Make sure you tell your supervisor how they can help you accomplish your professional development goals.

Team member: Could I practice presenting to you and the team ahead of time? It would be good to get feedback.

Supervisor: Definitely!

Voiceover: Supervisors – It's also great to see how an individual team member's professional development can benefit your entire team. Communicate that to the team member to help them understand their value and the importance of their professional development to your team and the team's goals.

Supervisor to Team Member: I'd love for you to attend that seminar. Be sure to take notes and share your thoughts with the team. I think you'll bring back some valuable insights.

Voiceover: And, supervisors, feel free to share your goals with your team members.

Supervisor: One of my biggest goals in the past year was to hold more effective meetings. I think I fell short of that, so I'd like to keep working on that. Going forward, as we continue to meet will you let me know how I am doing?

Coming to an Agreement

Voiceover: Supervisors and team member should be honest when filling out the REFLECT forms. Their answers may not be the same. If the supervisor and team member have a different perspectives on the team member's performance they should talk it out and try to come to a resolution during the REFELCT conversation.

Employee: So question 3 asked if there were any goals I was unable to meet in the last year. I think I accomplished everything I set out to do.

Supervisor: I think you improved meeting your deadlines, but I still think you have room to grow when it comes to your presentation skills. You seem to lack the preparation because you read directly from your slides and sometimes you have a hard time answering follow up questions from the audience.

Employee: That might have been true a few months ago, but I feel like I really nailed last week's presentation. I prepared weeks ahead of time and I practiced days before. You probably think that because you weren't at the meeting.

Supervisor: I'm glad to hear you think the presentation went well last week. How about we agree that this is something to continue to work on?

Employee: Ok, that's fine.

Voiceover: If the team member and supervisor disagree about the team member's professional development improvement they should talk about why they feel the way they do. If there is an opportunity for the team member to continue working on their professional development in a certain area, both should notate it on the REFELCT forms.

Plan

Voiceover: Once the supervisor and team member have reviewed a team members professional development goals for the next year, they should map out a plan for the upcoming year. The plan can include skill and performance improvements. Team members and supervisors can also suggest training on other professional development experiences.

Team member: I'd like to take some public speaking training. Could I send you some training opportunities for you to review and approve?

Supervisor: I'd be happy to look it over. I'm glad you're taking the time to make this improvement. I think you're going to get a lot out from training. As you become more comfortable there will be opportunity for you to represent the Division at various events.

Follow-up

Voiceover: During your monthly ENGAGE conversation, give updates on your professional development goals for the past month and give an update on your REFLECT goals for the year. You may have set goals for yourself that will take some more time to complete. That's ok – REFLECT is about the big picture. It's great to have long-term goals. Share with your supervisor where you're at in your journey, even if the steps are small. Supervisors- always be proactive and ask your team members if there's anything you can do to support them.