



Brain Friendly Performance Conversations

We operate at our best when we feel competent, confident and committed to work that aligns with our definition of making a contribution. These brain friendly guidelines will help shift performance conversations from backward looking, watered down talk about what may have worked or what we wished we had done differently; to a series of frequent and forward thinking mutually meaningful conversations about how to develop and excel.

Each of these steps should be completed individually and then discussed with the intent of creating a shared perspective. Remember, the employee should speak first.

1. **Get Clear.** Agree on what counts. What does success look like:
 - a) Big picture view and aspirations of employee. Discuss how this fits with the organization's mission and vision.
 - b) Work tasks. Each person independently identifies and ranks top 5 most important work tasks. Come to agreement on the top 5 most important tasks.
2. **Check In on skill and will for each task.** Ensure alignment and promote feelings of competence and commitment by assessing the **skill** and **will** related to EACH of the 5 tasks. Each person does an independent assessment and then discusses similarities and differences of perceptions.

Task 1: (note this would be repeated for all five tasks)

Skill (1-5) disagree to agree		Will (1-5) disagree to agree	
Know how to accomplish the task		Eager to accomplish the task	
Have the resources required for the task		Confident in ability to accomplish the task	
Demonstrate excellence in completing the task		Feels responsible for the task	
Communicates to relevant persons about the task as needed		Gets energy from accomplishing the task	
Uses time and energy wisely when accomplishing the task		Understands how the task relates to the big picture.	

3. **Align Support.** What does each party need to provide to ensure greater skill and will and ultimate success? Begin the discussion by identifying what the leader can do differently before moving to what the employee can do differently.

4. **Build Trust.** Agree on the timing and method for tracking progress - for the leader and the follower.