

30 Day Check-in Guide

1. Put time aside

30 days in any business can pass by in no time at all. One minute it's the first of the month and before you know it you're preparing for month-end. But for a new employee it can feel like an eternity if they haven't received regular feedback.

You should check in regularly with every new staff member in the first few weeks. But you should definitely set a specific time aside for their 30-day check-in. It's even worth scheduling it in both your calendars from day one. That way it won't get overlooked.

2. Preparation

If there's a meeting scheduled, you can be assured that your new team member will be preparing for the conversation. So in order to avoid an "everything cool?" scenario, spend a few minutes preparing your part of the 30-day check-in too.

In terms of your '**success expectations**', what specific and measurable outcomes (if any) had you defined for your new employee by the 30-day mark? Without these having been clearly spelled out, your new team member won't have anything to go by when listening to your feedback – either positive or constructive.

3. The setting

Comfortable, relaxed and no interruptions – phones off!

4. The 2-way conversation

Remember that the 30-day check-in isn't just your chance to provide your feedback – the goal is a 2-way conversation to hear the new employee's view on how the new job is going. Open with a question and select 3 or 4 others from below to guide the discussion – target 20 – 30 minutes.

"So ... it's already been a month. How have you found the role so far?"

"So far, is the job what you expected it to be?"

"Are you experiencing any challenges in particular that I can assist you with?"

"Do you feel you have the information, tools, and resources you need to do your job successfully?"

"Are you feeling welcomed by other unit staff?"

"Is there any specific training that you feel you need to be successful?"

"Do you feel you are receiving enough feedback and assistance from me?"

"Is there any way the onboarding process could be improved?"

5. Listen carefully

Just as you did in your initial interview with the employee, during the 30-day check-in you should listen twice as much as you speak.

Take notes, and ensure you are engaged and not distracted (make sure your phone is out of sight!)

Of course when you are providing your feedback, whilst you might have a few general observations, where possible try to relate the conversation back to your specific success expectations.

6. Encourage them

For the most part, 30 days is too early to make any drastic decisions. Whether it's a free flowing conversation or there are a few awkward silences or unexpected pieces of difficult feedback (from either side), where appropriate let them know that you are on their side and will do all you can to help them meet their objectives.

7. Follow up

Believe it or not this is one of the most important steps – even though it happens beyond the actual 30-day check-in. If you have agreed to make some changes, investigate something, speak to another team member, or come back to your new team member with a response to a particular question, make sure that you do so. And if possible commit to doing so in a relatively short period of time.

Nobody respects an “all talk and no action” manager. And if that's the impression you create at the 30-day mark, it will be hard to regain the respect when it comes to any future performance related conversations.

Sources: www.recruitloop.com
www.brandonu.ca/hr

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