

# My Conversation

## Quick Guide



# Let's begin

**My Conversation** is the council's performance appraisal framework. Its focus is on meaningful conversations which should take place regularly and incorporate discussions which includes but not limited to your performance, development and wellbeing.

As managers, My Conversation allows you to build a strong working relationship with the individuals that you are managing and helps you to understand where they are and where they would like to be.

Having regular conversations is the key to a good appraisal system.

Conducting regular one to one's will support building stronger relationships between employees and managers, support wellbeing conversations, boosts engagement, improve the flow of communication, identify and solve issues at the earliest opportunities and an opportunity to provide valuable feedback.

My Conversations not only include discussions on performance but are also influenced by your level of commitment to embed [Haringey's Values and behaviours](#) in your work

## About this Guide

This guide is a quick way of getting to grips with My Conversation. Its contents will help you to iron out any uncertainties and includes some useful tips and tasks along the way.



# Things to remember

## My Conversation

Everyone should have regular My Conversation meetings. What do we mean by regular? My Conversation meetings should be held to every 4-6 weeks. These meetings may also be referred to as catch-ups, one-to-ones or supervisions. A record of those discussions should be maintained using the My Conversation form.

## Be mindful of Our Values

Not only is your My Conversation determined by your level of performance, but it is also influenced by your level of commitment to [Haringey's values and behaviours](#). Always keep them in mind.

Equality, diversity and inclusion are threaded through all of our values and should be demonstrated in your work and your My Conversation discussions.

## Mandatory learning

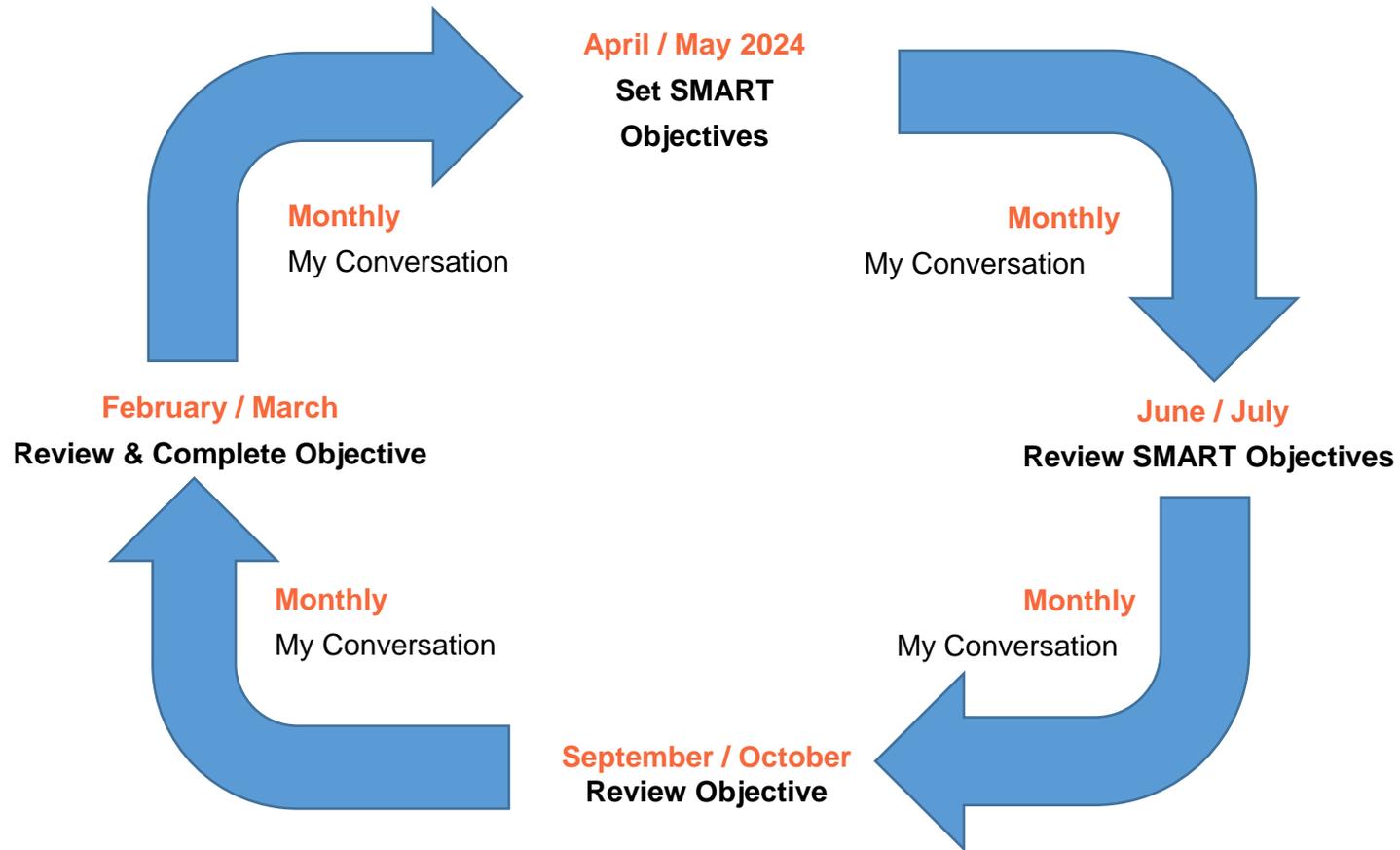
Mandatory training is compulsory training that is determined essential by an organisation. Training is to ensure staff are trained and understand the safety and legal requirements for an efficient delivery of services and is designed to reduce organisational risks.

If you are on a Senior Manager contract, in addition to compliance training you must complete all mandatory management learning and development in order to qualify for an annual increment. If, after being given reasonable opportunity, you do not complete all required training by 1 February, you will not be entitled to an increment on 1 April.

It is essential all staff take responsibility for your learning ensuring you are fully compliant and up to date and should be included as part of your My Conversation discussions.

Collaborative  
Caring  
Community Focused  
Courageous  
Creative

# Things to remember



## My Conversation

All Haringey employees are required to have regular (every 4 – 6 weeks) My Conversation meetings. SMART objectives are required to be set for all employees in April / May and should be reviewed every 3 months

# Tips and tools: take your pick



## FEEDBACK

Learn how to give feedback constructively – an essential skill for My Conversation



## FURTHER GUIDANCE

My Learning  
Intranet  
HR



## OBJECTIVE SETTING

Learn how to set SMART objectives in a way that will maximize achievement



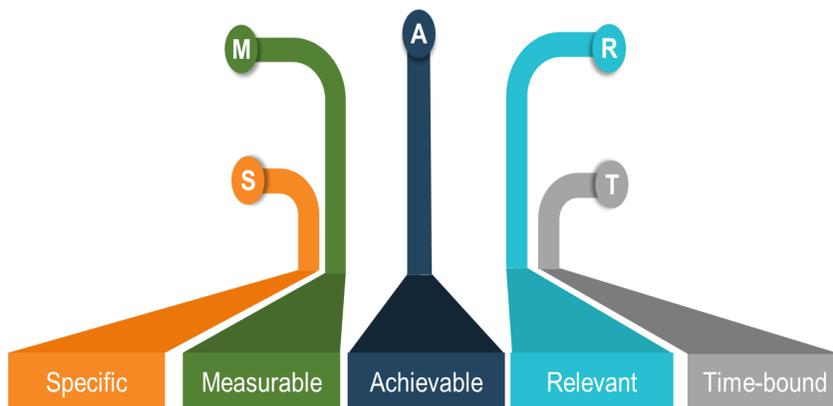
## ADDITIONAL LEARNING METHODS

There are many learning methods; pick the ones that work for your objectives

# Objective setting

Objective setting is a key component of My Conversation

- Objectives should be a mix of both performance and development targets.
- Your objectives should be based on our organisational priorities and how you will deliver these priorities for our diverse residents.
- Your objectives should incorporate our Think Haringey First agenda, [The Haringey Deal](#) and equality, diversity and inclusion
- Objectives should follow the SMART technique to provide you with the best chances of achieving your goals. Use the diagram to get to grips with SMART.



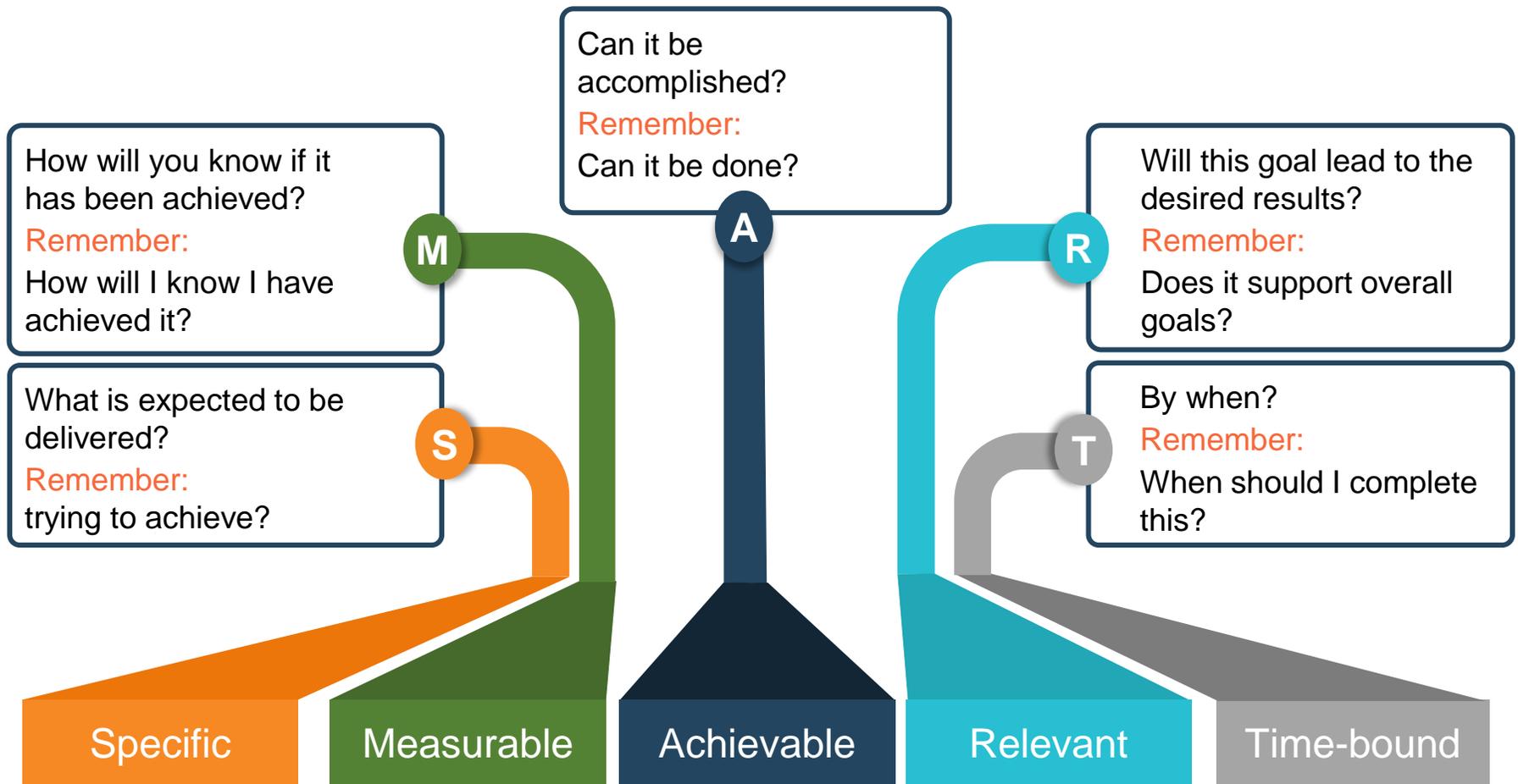
## How to write SMART Objectives

- |                 |  |
|-----------------|--|
| <b>Identify</b> | List the most important duties/work activities for the job         |
| <b>Think</b>    | Consider what you need to achieve and why?                         |
| <b>Draft</b>    | Avoid jargon and make sure it follows the SMART technique          |
| <b>Reflect</b>  | Look back at the objectives you have set and revise when necessary |

## Acid Test

If your objectives follow the SMART technique, anyone should be able to understand them. Ask a colleague to read yours and if they understand them without you having to explain then you are on the right track.

# Objective setting



# Questions to think about when writing SMART objectives;

**Measurable** – For the objective to be measurable it must describe an outcome which can relate to a number, percentage, rate or frequency in order to monitor a change has occurred.

**Q:** What method, procedure or system will you use to track or record the measurements?

M

**Specific** – Outline in detail exactly what is required describing the result/s desired.

**Q:** Is the objective clear? What outcomes are we looking to achieve?

S

**Achievable** – The objective must be agreeable and the necessary resources (time, funding, equipment, staff) available to achieve the objective.

**Q:** Are the resources available to achieve this objective?

A

**Relevant** – A clear understanding of the objective and how it will be achieved. It must be suitable to the individual and their role.

**Q:** Does the objective align with the Council's organisational priorities?

R

**Time-bound** – Agreeing the date by which the outcome must be accomplished which also contributes to making the objectives measurable.

**Q:** Have you set achievable deadlines or milestone points to review progress?

T

Specific

Measurable

Achievable

Relevant

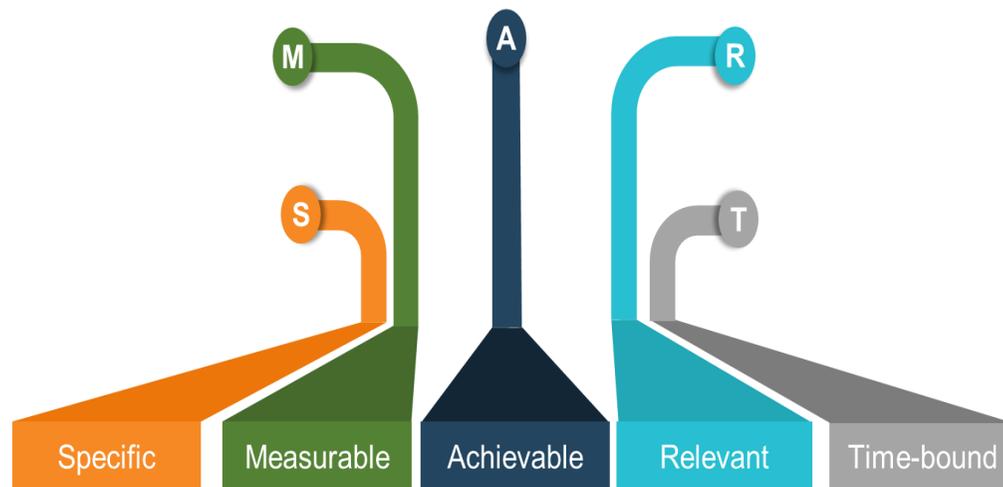
Time-bound

# Personal Development & Wellbeing

Keep in mind SMART objectives can be used for both task focussed objectives as well as setting Health & Wellbeing objectives.

Here is an example of a SMART objective to help individuals to focus on their wellbeing:

- Specific:** To set myself self-development time every Thursday between 9am & 10:30. This will include, listening to podcasts or reading an article related to work
- Measurable:** in my 1-2-1's / My Conversation meeting, I will update my manager on my what I have done
- Achievable:** Think about where and how will I access those resources? Time Management, time is set in my diary
- Relevant:** This will help me to develop within my role, think about my career journey and work towards my aspirations
- Time Bound:** Set myself a clear development plan and steppingstones to develop my knowledge to reach my goals



# Feedback

An essential part of My Conversation is to give feedback; this goes for both staff and managers. So, it is worth taking the time to prepare what you are going to say and how.

Providing feedback on a regular basis is an opportunity to reflect on progress and to support growth and development. During feedback discussions recognise positive achievements and/or discuss areas of improvements, tackling any problems collaboratively and work towards removing any blockers

Also refer to Giving Feedback Tip cards for hints and tips

**Situation** When you give feedback talk about a specific situation that is recent. This makes your point easier to understand.

**Behaviour** Describe the behaviour that you want to address. Only state those that you have directly observed or been reliably informed of.

**Impact** Describe how the behaviour has had a wider effect on you, other colleagues or the organisation and suggest ways it could be improved.



# Additional learning methods

We all have different learning styles and preferences. When writing your development objectives consider what might work for you. We are all responsible for owning our Learning & Development and planning our career journey and aspirations

Listed below are some ideas to inspire you.

If you would like to gain experience in another role or area of work to progress your career, some options to consider are:

Get involved with a [staff equality network](#)

Job Shadow a colleague

Sign up for a Career Coach

Apply or seek a Secondment opportunity

To acquire a skill or improve your knowledge:

Attend a staff equality networks awareness session

Access online learning such as My Learning, TEDD talks and e-learning

Attend workshops, seminars or conferences

Personal Study

Volunteer to support a corporate or local project



# Additional Learning Methods

Below is a list and links to resources available to help you plan for your My Conversation discussions:

- [Haringey Values & Behaviours](#)
- [Example My Conversation form](#)
- [Hints & Tips cards](#)
  - [Giving Feedback](#)
  - [Receiving Feedback](#)
  - [SMART Objectives](#)
- [Think Haringey First](#)
- [The Haringey DEAL](#)
- [My Learning](#)
- [Learning and Development Pages](#)
- [Staff Equality Networks](#)
- [Career Coaches](#)



## Self-discovery

There are plenty of self-assessment tools online to help you understand yourself better.

Try: <https://www.psychometrictest.org.uk/> or <https://www.16personalities.com/>



## My Conversation Quick Guide

### Keep it simple and consistent

My Conversations are a way of building confidence in our organisation. It offers a foundation that helps develop a healthy workforce and promotes development, strong working relationships and well-being.

Simple, consistent My Conversations will help you to focus on the things that you really want to develop and understand how your individual contribution is making a difference to your team.