

Employee Check-Ins: Connecting and Thriving





- Employee and Labor Relations Specialist
- 10 years working in Human Resources, 7 of them at the City
- I am a hockey and soccer mom to a 12 year old
- I love doing training...

OUR MADISON

INCLUSIVE, INNOVATIVE & THRIVING

OUR MISSION is to provide the highest quality service for the common good of our residents and visitors.

OUR VALUES



Equity

We are committed to fairness, justice, and equal outcomes for all.



Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



Well-Being

We are committed to creating a community where all can thrive and feel safe.



Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



Stewardship

We will care for our natural, economic, fiscal, and social resources.

OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

WWW.CITYOFMADISON.COM/EXCELLENCE



OUR MADISON: Talent Management Strategy



City of Madison promotes a high-performing workforce by identifying and closing skills gaps.

We implement and maintain programs to attract, hire, develop, promote, and retain highly qualified and diverse talent.

Group Agreements

Lessons
Learned vs.
Confidentiality

Be Present and
Focused

Impact vs.
Intent

Pause,
Paraphrase,
Inquire

Accountable
for Behaviors

Share the
Space

What Will You Learn?

Purpose

Process

Practice

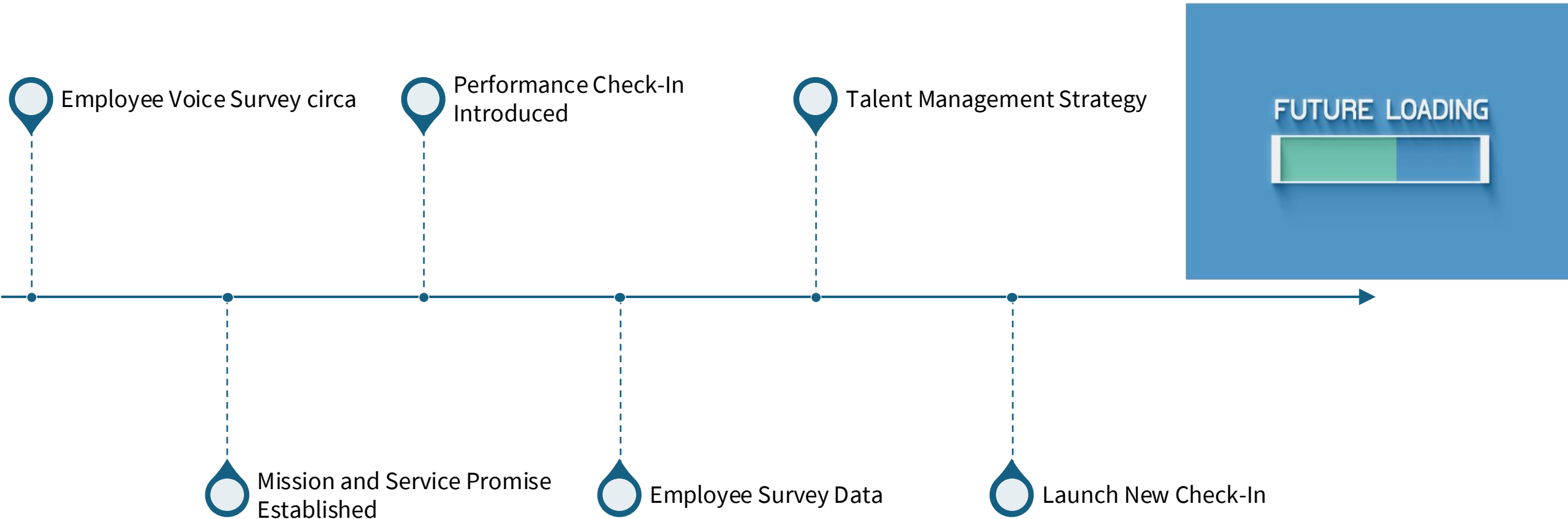
1. Learn the City's approach for Employee Check-Ins as part of an inclusive work culture and achieving our service promise.
2. Feel confident requesting and participating in YOUR Employee Check-In.
3. Familiarize yourself locating and completing the Employee Check-In form.
4. Use the Employee Check-In conversation to launch a deeper discussion on your goals, performance, and fulfillment.

Question for you!



Share Your Truth: What are your first thoughts and reactions when I say, "Employee Check-In"?

Our Service Promise Timeline



What's In It for Me?

1. Help you figure out where you can improve or grow.
2. Provide feedback to your supervisor on how the City can improve.
3. Share what needs of yours are or are not being filled.
4. Talk about what skills you need to promote and grow.
5. Places you in charge of your experience at #TeamCity!

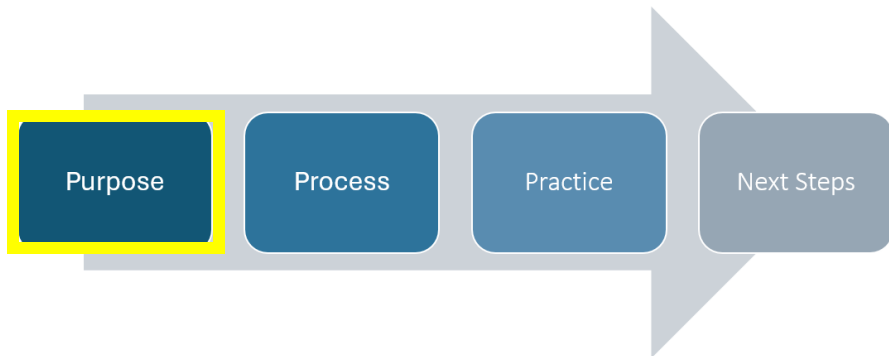
What's In It for the City?

1. Help you figure out where you can improve and grow.
2. Provide feedback to your supervisor on how the City can improve.
3. Share the needs that are or are not being fulfilled.
4. Talk about what skills you need to promote and grow.

Purpose: *Why did the process change?*

We heard your feedback, and we gathered a diverse group of City employees to act on it:

- Managers
- Association leaders
- Labor Relations
- Organizational Development



What's New? What's the Same?

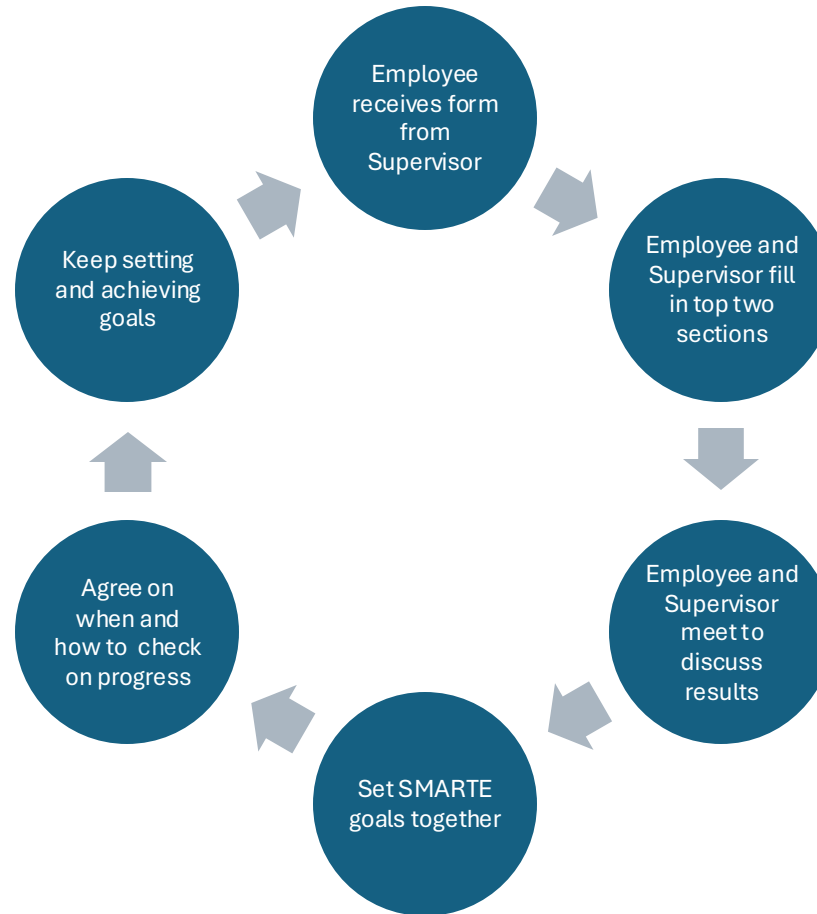
Same

- Two-way connection to Core Expectations.
- A connection that should happen at least once a year to guide performance.
- An opportunity to provide feedback for improvement or growth.

New

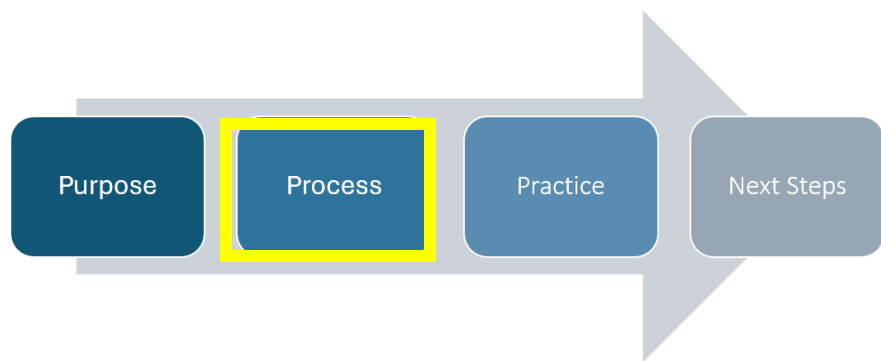
- A longer-term career view connected to your overall experience!
- More conversational, less like a homework.
- Empowering employees to initiate this conversation.

Employee Check-In Process Cycle



Process:

Before You Meet



Steps to Get Started

1. Locate the Employee Check-In form.
2. Update your current position description.
3. Review the Employee Check-In page and links:
<https://www.cityofmadison.com/employeenet/policies-procedures/employee-check-in-process>
3. Schedule time to mentally prepare for check-in and prepare talking points.
4. Schedule meeting with each other in a confidential space.
5. Complete your Employee Check-In form!

Citywide Expectations



Serve

Serve coworkers and the public.

Skills

- Provides high-quality customer service.
- Follows policies and procedures.
- Accepts responsibility.
- Open, welcoming, and respectful.



Communicate

Listen actively and communicate effectively.

Skills

- Clear and concise communication.
- Shares information and knowledge.
- Attentive; actively listens.
- Works through difficult situations with dignity and respect.
- Asks for input from others.
- Open to feedback.



Teamwork

Collaborate with others to achieve common goals.

Skills

- Fully participates in team activities.
- Provides useful contributions.
- Encourages unity rather than division.
- Works collaboratively with others to achieve goals.
- Acknowledges others' contributions.
- Volunteers to help others.
- Able to cooperatively resolve conflicts.



Equity

Treat everyone as they deserve.

Skills

- Treats all team members equally, regardless of differences.
- Values diversity and inclusion.
- Recognizes, intervenes, and reports harassment or discrimination.
- Is self-reflective and open to feedback.
- Uses innovation to improve processes.



Stewardship

We will care for our natural, economic, fiscal, and social resources.

Skills

- Act in ways to conserve fuel, energy and environmental resources.
- Works safely to protect self, coworkers and members of the public.
- Works efficiently and productively.
- Respects taxpayer money used to purchase vehicles, equipment, tools, materials and supplies to be able to do our work.

Check-In Form



Annual Employee Check-In



Instructions

Employee: You can prepare as you feel comfortable for this conversation with your supervisor. We do ask that you at least have some talking points prepared for the first two (2 questions).

Supervisor: Please have prepared responses to each of these questions prior to this meeting.

Employee Name: Click or tap here to enter text.

Supervisor Name: Click or tap here to enter text.

Date: Click or tap here to enter text.

Employee: Complete section below and discuss.

1. Do you feel comfortable providing feedback? Why or why not?
Click or tap here to enter text.
2. How can your supervisor support you better? (Technology, tools, training, better communication, etc.)
Click or tap here to enter text.
3. What are your top two accomplishments from this past year that you're proud of?
Click or tap here to enter text.
4. What goals do you have for the upcoming year? Please connect each goal with an Employee [core expectation](#).
([Core expectations](#): Service, Communication, Teamwork, Equity and Inclusion, and Stewardship)
Click or tap here to enter text.

Supervisor: Complete section below and discuss.

1. Begin with sharing agency-wide goals and how the employee's role fits into those goals.
Click or tap here to enter text.
2. How does this employee accept direction and feedback? (Give specific examples)
Click or tap here to enter text.
3. In what ways is the employee meeting or not meeting core expectations? (You can discuss all the core expectations but minimally discuss one.)
([Core expectations](#): Service, Communication, Teamwork, Equity and Inclusion, and Stewardship)
Click or tap here to enter text.
4. Supervisor identify 3-5 skills or functions from the position description and share with the employee their status on these skills.

Skill*	Status of Skill Level				Examples
Should be derived from position description.					Share an example of this employee exhibiting skill.
Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
	Developing	Emerging	Achieving	Exemplary	
Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
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	Developing	Emerging	Achieving	Exemplary	
Glossary	• Status – current state of employee's skill level				
	• Developing – Employee has basic understanding of their job to perform the skill; may need some guidance.				
	• Emerging – Employee is gaining confidence and consistency, beginning to apply skill independently as well as ability to address unusual situations.				
	• Achieving – Employee can easily navigate the necessary skill and handle most issues that would arise on a day-to-day basis. Employee performs skill without assistance; recognized as a resource to others. Consistently demonstrates success in skill.				
	• Exemplary – Employee can do this skill backward and forward and can troubleshoot any problems that might arise without assistance. Seen as an expert and/or leader; guides others.				

5. Can you share a skill you would like to develop over the next year? How can I get you there? This skill does not necessarily have to relate to your current role, can be aspirational.
Click or tap here to enter text.

Prepare for Meeting

.....
Employee: Complete section below and discuss.

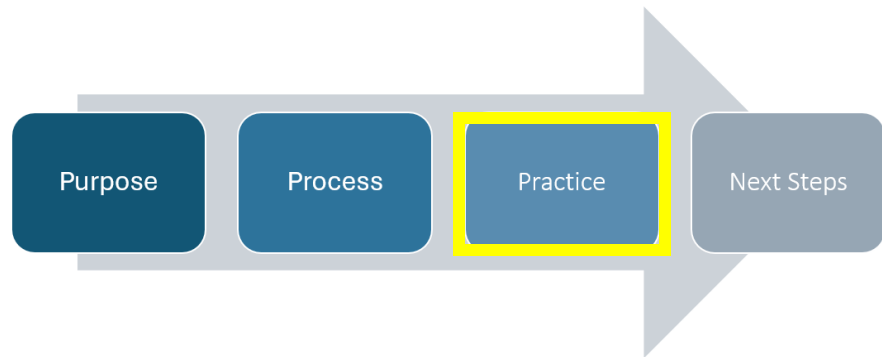
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-

Rating Scale

Skill*	Status of Skill Level				Examples
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Let's Practice:

*Things to do
before you meet.*




Real Life Examples – Prepare Your Form

- 10 minutes: At your table team one person will be the supervisor and the next person the employee.
- Then switch!



Annual Employee Check-In



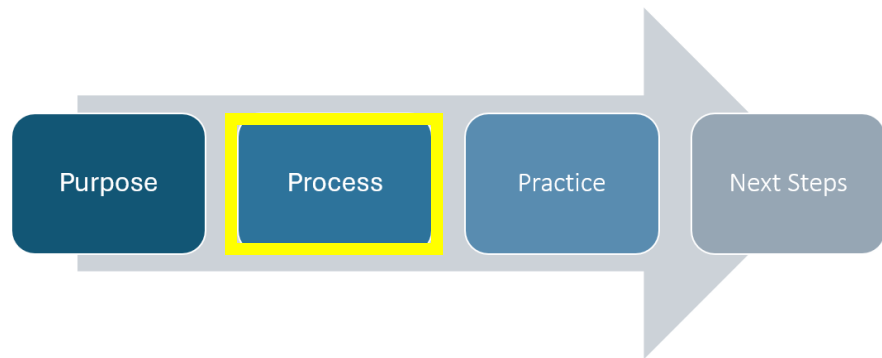
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Process: *While You Meet*



Set Goals & Check Your Mindset

1. Ask yourself if you're ready to grow!



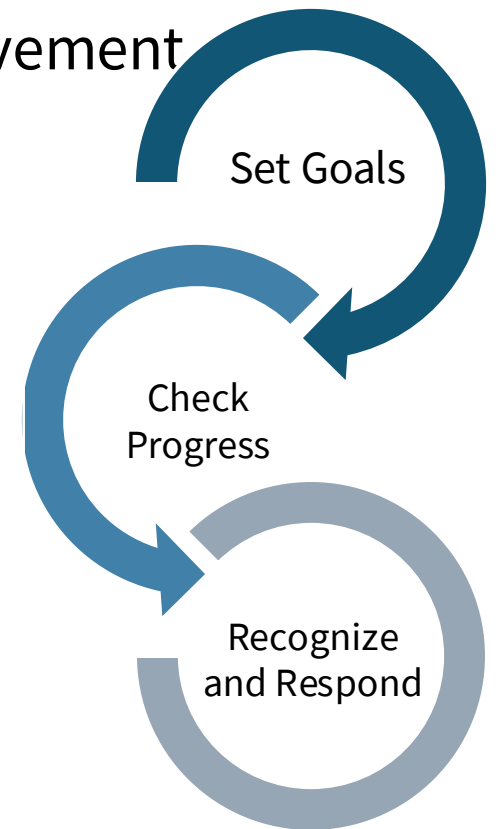
2. Focus on key behaviors needing focus for development or improvement

3. Consider all of the following:

- | | |
|---|---|
| Personal growth | • Cross-training |
| • Professional and technical skill building | • Team and project leadership opportunities |
| • Knowledge building | • Leadership development |

4. 'SMARTER'ify the goals

5. Use City tools and support systems



SMART-E Goals

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AIM SMARTE

Get from where you are to where you want to be with AIM SMARTE.

This might look a little different from what you're used to. Usually, we aim for big goals with lots of steps that can take a long time to achieve.

The AIM SMARTE method suggests something different. Instead of focusing on big goals, it encourages breaking things down into smaller goals. This helps in two ways: 1) it makes it easier to take action because you're looking at the very next step; 2) it turns vague, ongoing goals into specific ones with deadlines, making them easier to prioritize alongside other time-bound tasks.



AIM

Decide on a goal: _____

A – Acceptable: What is the minimum you can do? _____

I – Ideal: What is the maximum you can do? _____

M – Middle: What is the middle; a realistic stretch? _____

SMARTE

Write your **middle** goal from the AIM process: _____

Now, follow this SMARTE process:

S – Specific: What exactly is the **first step** of the action/goal you identified?

M – Measurable: For what you have listed in "Specific," make sure you have qualified or quantified the measure of success.

A – Achievable: Is the initial step (listed in "Specific") possible to achieve? YES or NO

R – Reasonable: How reasonable is it that what you're saying you're going to do can be done **at this time**?

T – Time-Oriented: By when, exactly, will you complete this **first step** of the goal?

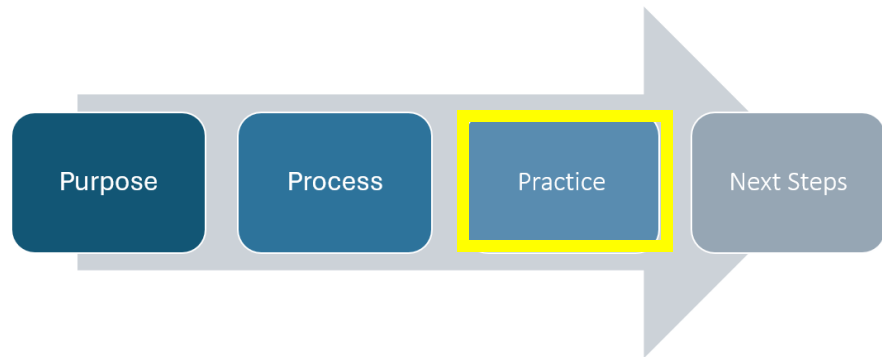
E – Equitable: Does this goal support fairness, justice, and equal outcomes for all?

TIPS

- If you answer that it is not achievable or reasonable, go back to the start of the goal setting process and adjust your goal.
- Decide how you will follow up and be accountable to the goal upfront.

Let's Practice:

*Things to do
while you meet.*

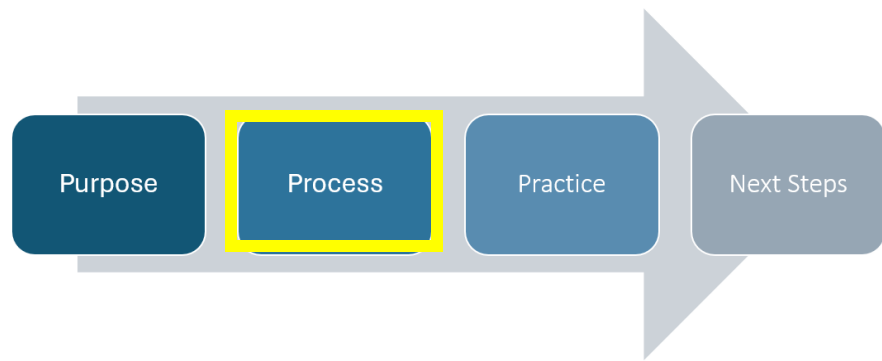


Real Life Examples – Conversation

- 10 minutes: At your table team one person will be the supervisor and the next person the employee.
- Then switch!



Process: *After you meet.*



After You Meet

1. Capture the agreements.
2. Set SMARTER goals with timelines and support needed.
3. Keep checking in!
4. Consider an Individual Development Plan if you're ready to start specific development for your career growth or pathway.



What Did You Learn?

Purpose

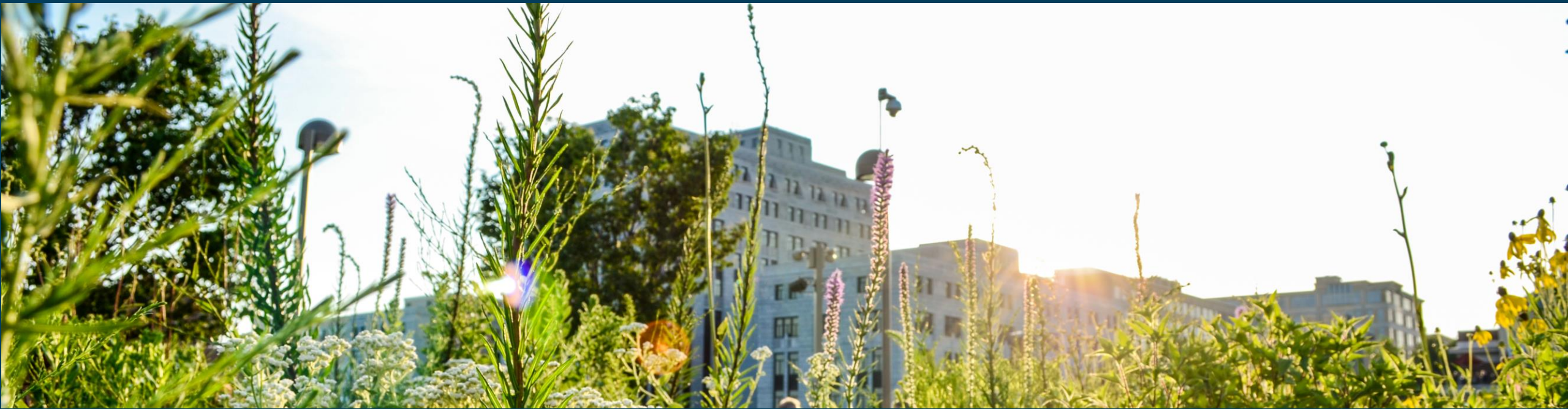
Process

Practice

1. Learn the City's approach for Employee Check-Ins as part of an inclusive work culture and achieving our service promise.
2. Feel confident requesting and participating in YOUR Employee Check-In.
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Call to Action

1. Review your last employee check-in.
2. If a first time or more than a year ago, schedule time with your supervisor.
3. Locate the updated form on employeenet.
4. Reflect on your growth and complete the form.
5. Store this in your OneDrive or in a folder dedicated to your career development.
6. Reach out to me with any questions!



Employee Check-Ins: Connecting and Thriving

We want and need your feedback for continuous improvement!
Will you please take 2 minutes to complete it now?

HELLO
MY NAME IS

Tameaka Bryant
(she/her/hers)
tbryant@cityofmadison.com
608-266-4615



2025 City of Madison Course Evaluation
<https://www.surveymonkey.com/r/2025CourseFeedback>