

FOLLOW UP

DURATION: 15 to 30 minutes maximum

FREQUENCY: Once per week per employee

TIME: According to the employee's schedule

LOCATION: Neutral or manager's office

FOLLOW-UP OBJECTIVES

- Ensure the employee's success
- Develop the employee's skills and responsibilities
- Improve performance
- Track activity management indicators
- Resolve blocking points
- Acknowledge the work done / celebrate successes
- Mutually commit to deadlines and timelines
- Monitor goals (set during the annual review)

PREPARATION

1. Dashboard with updated indicators
2. Updated follow-up file
3. Blocking points
4. Schedule

EXPECTED RESULTS

1. Action plan with 3 priorities (maximum) for the next follow-up
2. Solutions and support to ensure success

PARTICIPANTS

- Employee
- Direct manager / project leader

AGENDA AND PROCESS

1. Review the actions from the previous follow-up
2. Raise and address blocking issues
3. Check the progress on annual goals
4. Define new actions and new goals
5. Manage the schedule (training, absence, important meetings...)

Simple questions:

- How can I help you?
- What can I assist you with?

BASIC RULES

1. Be prepared
2. Be results-oriented
3. Be on time
4. Share the necessary information before the follow-up
5. Start and finish on time
6. No phones allowed