



performance
partnerships

Companion Guide

August 2023

NDVR
Endeavour
Foundation

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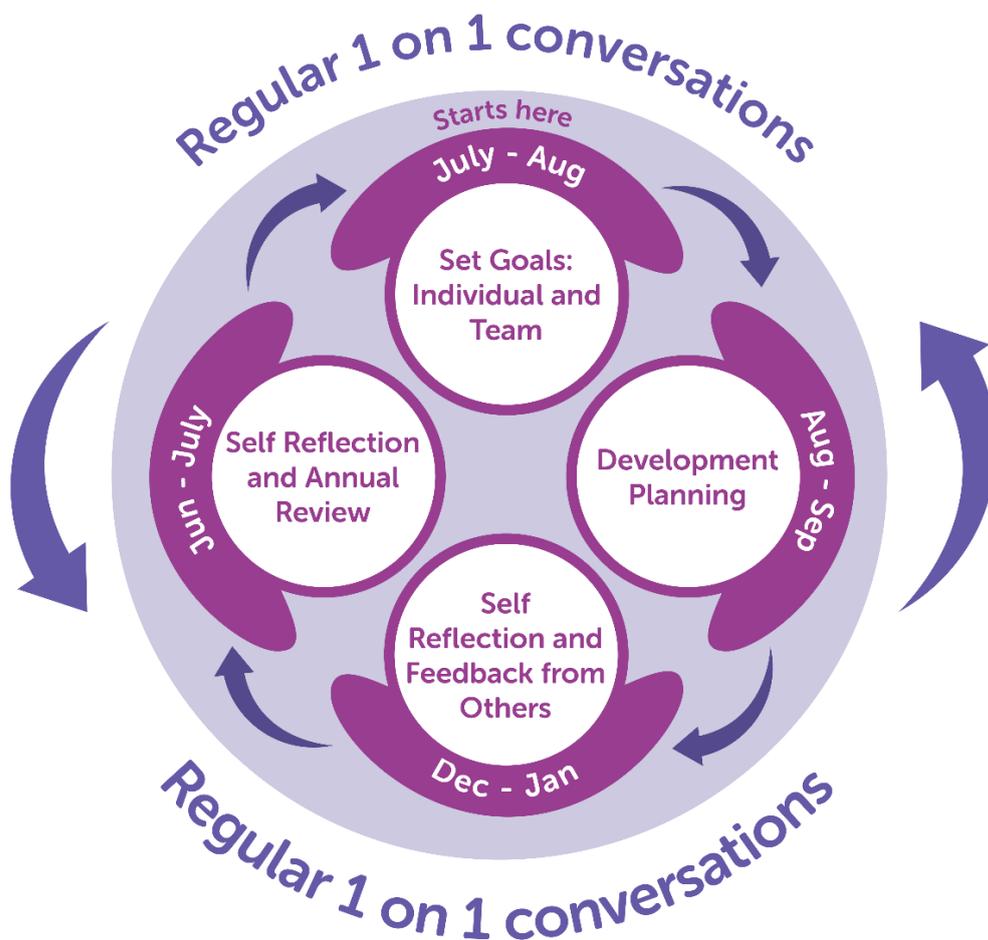
Performance Partnerships

We are focused on developing a culture of continuous feedback, with two-way performance conversations. The framework we use to encourage this is **Performance Partnerships**, which is based on shared goal setting, regular feedback and open communication.

Performance Partnerships is exactly as the name suggests – it's how Endeavour Foundation partners with you to provide support; to help you grow and develop; be successful in your job; and build a culture of trusted and genuine partnerships, and clarity on role expectations.

The Cycle

Our Performance Partnerships cycle kicks off with setting goals and a development plan to set you up for success in your role. Goal setting is a crucial step and your regular 1-on-1 conversations can then be used to discuss progress and what you need to work towards the achievement of your goals. The ongoing cycle consists of both development and reflection activities, which are underpinned by consistent and continuous feedback via 1-on-1 check-ins with your leader.



Performance Partnerships - Companion Guide

Culture Amp

Our Performance Partnerships activities are enabled, delivered and supported via our dedicated employee experience platform, **Culture Amp**.

Culture Amp assists us to connect the dots across our employee experience, so we can understand our people, empower them to grow and help us create a better world of work.



Accessing Culture Amp

As a cloud-based system, Culture Amp can be accessed via any PC, laptop or smart device with internet access at https://endeavour.cultureamp.com/session/sign_in. We recommend utilising the latest version of **Google Chrome** to access Culture Amp.

Login Instructions

Option 1:

- At the login screen, select "sign in via SSO".
- Type: "endeavour" into the your domain box.

Option 2:

- You can set a unique password to access the Culture Amp platform:
 - On the login screen, select **Can't sign in?**
 - Enter your work email address, *select Send recovery email*
 - Check your inbox, you will receive an email with a link to **Set a new password**
 - Create your password, then select **Set password**
 - Return to Culture Amp and **login**.

Still can't login? Let us know via [#Teampossible Support Hub](#)

Support & Feedback

If at any stage you get stuck or want to know more about something that has not been covered in this guide, additional assistance is available.

Culture Amp > Help – use the Search field to locate a comprehensive list of guides, all designed with you in mind. These Support Guides target specific areas of the system as well as step-by-step instructions, we encourage you to check these out as required.

Culture Amp > Learning – Building a skill takes focus and practice. **Playbooks** give managers quick answers, expert advice and tools covering a range of topics like building inclusive teams, managing remotely and improving resiliency. With **Skills Coach**, designed for all audiences, you do one course at a time, broken into small daily steps. This spacing gives you a chance to absorb and practise the skill before the next activity is automatically sent.

Contact us – Simply log a *P&W system enquiry* ticket via the [#Teampossible Support Hub](#) – we'd be more than happy to assist.

Activities

Goals

E = Employee **L** = Leader **P** = People Experience

Goals

Goals should be motivational and clarifying in terms of what we want to accomplish, how we're going to get there and how the outcomes impact the team and organisation.

E In consultation with your leader, develop your **performance, development** and **personal SMART** goals, including the associated key milestones for this performance cycle. You are welcome to create more than one of each, however, best practice suggests setting between three (3) and five (5). Once you have set them up in Culture Amp, review your progress regularly and update your key milestones accordingly. The 1-on-1 is a great opportunity to do this. Make sure you reach out to your leader if you experience any roadblocks along the way.

L Keeping team and [Annual Organisational Plan](#) goals front of mind, assist your employee to set performance, development, and personal **SMART** goals, including the associated key milestones for this performance cycle. Once set, check-in with your employee to regularly evaluate progress, providing encouragement, and additional support if roadblocks need to be removed. Most importantly, recognise and celebrate their wins along the way.

 Guide to Create and Track Goals: <https://support.cultureamp.com/hc/en-us/articles/360010896540-Guide-to-create-and-track-team-goals>

 Set July-August (or at completion of probation)

How it works

By instilling a sense of purpose, contribution and accountability, goals are a critical component of our Performance Partnerships. Employees are responsible for setting up performance, development, and personal goals in Culture Amp at the start of each performance cycle, in consultation with their leader.

Goal types

Performance – job/task focused, linked to company strategic goals, department goals and team goals.

Personal – character or capability related, e.g. cultivate resilience, or research other teams.

Tips for writing goals **E**

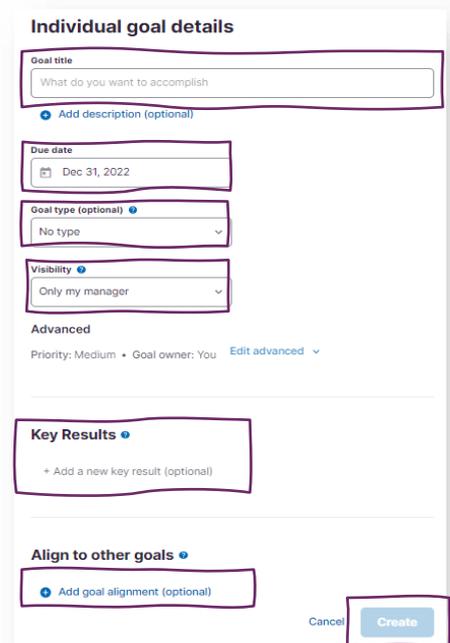
1. Spend time at your 1:1s identifying any organisational, department or team goals you can contribute and align to.
2. When writing goals follow our [SMART](#) framework (right), a great goal setting tool.
3. Complete one of the goal related courses in Culture Amp. See **Resources** for further details.

S	Specific	<ul style="list-style-type: none"> - Be very clear & specific about the outcome to be achieved - Designate a clear owner on the team
M	Measureable	<ul style="list-style-type: none"> - Specify the milestones or key results that indicate meaningful progress - Identify how success will be measured
A	Ambitious	<ul style="list-style-type: none"> - Set ambitious yet attainable goals - Solidify strategy for achieving the goal
R	Relevant & aligned	<ul style="list-style-type: none"> - Ensure relevance by aligning goals with broader organizational goals - Designate priority & importance in relation to other goals
T	Time-bound & transparent	<ul style="list-style-type: none"> - Set a clear deadline and milestone dates to track progress - Increase commitment by sharing goals publicly

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Employee guide to setting goals in Culture Amp E

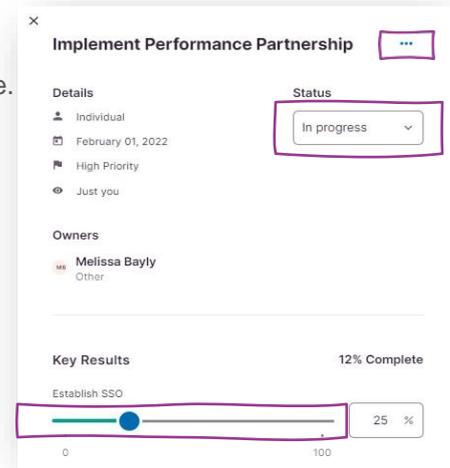
1. Via the **Goals** menu, select **Create goal**.
2. Choose the goal type, **Individual goal**.
3. From here you will complete the following fields:
 - Assign a **Goal title**, this is the main objective you wish to accomplish
 - Add a **description** (optional)
 - Add a **Due date** to keep you accountable
 - Assign a **Goal type** (optional) – business (performance) or leave as 'No type' for personal goals
 - Set **Visibility** to *everyone* or *Only my manager* so they can view your goal
4. **Advanced (optional)**
 - Set the **Priority** level (relative to your other goals)
 - Assign additional **Goal owners** if you are sharing a goal and want to allow others to edit progress
5. **Key Results** - enter the main milestones you must achieve to complete this goal.
6. **Align to other goals** – select the **Annual Operating Plan Goal** your goals align to.
7. Select **Create**. The goal will now appear on your goal's dashboard.



Edit and update goals in Culture Amp E

As you move forward with your goals make sure to keep them up to date.

1. Via the **Goals**, locate and select the applicable goal.
2. Click the (...) then select **Edit**.
3. If you run into any obstacles along the way, it can be helpful to mark the **Status** as Blocked. This will flag your leader so they can help you work through any challenges and move forward.
4. If you have included **Key Results**, adjust the bar as you achieve your milestones. The overall completion percentage for this goal will then be updated.



Setting team goals L

Culture Amp have designed a guide to help managers and teams work through the process of establishing and prioritising team level goals, aligned with organisational objectives. Additionally, this guide will help team members develop their own individual goals to contribute to and drive team and company goals.

First, leaders are to set up teams:

[Create Team goals creation and alignment worksheet](#)

Resources

Setting Goals (Employees): <https://www.cultureamptraining.com/set-goals-for-performance-and-development-for-employees>

Leveraging Goals (Leaders): <https://www.cultureamptraining.com/leverage-goals-with-your-direct-reports-for-managers>

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3.1.2 1-on-1s

1-on-1s

Our Performance Partnerships start here, with a chance for employees and leaders to get out of the day-to-day work and have more meaningful two-way conversations.

- E** Once your leader has set up your 1-on-1s in Culture Amp, be sure to prepare for your meeting by completing your check-in responses, and review/add any agenda items for discussion.
- L** Set up recurring 1-on-1s in the Culture Amp platform for each direct report. Prior to each meeting make sure you review your employee's check-in responses, and review/add any agenda items for discussion.
-  Welcome to 1-on-1 conversations: <https://www.cultureamptraining.com/welcome-to-1-on-1-conversations>
-  Ongoing

How it works

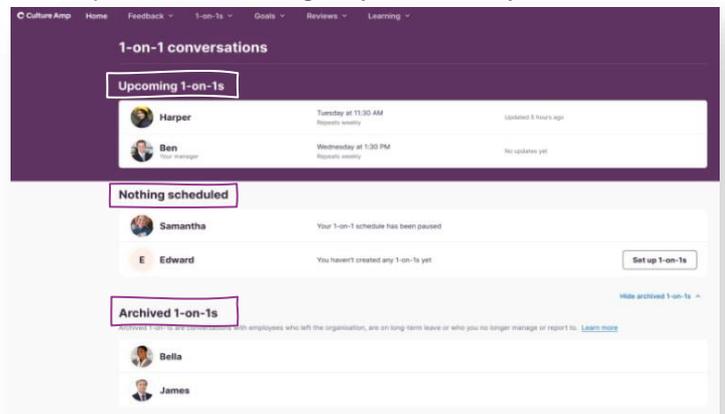
Culture Amp will assist you to create:

- A shared agenda, set prior to the meeting to encourage co-creation and employee self-reflection
- A check-in to promote deeper discussion on items that impact the employee's experience at work
- Targeted questions to help focus the meeting on productivity blockers, not status updates
- Shared notes for clear next steps and items to discuss in the future.

Leaders are accountable for setting up 1-on-1s in Culture Amp, and for ensuring they consistently occur.

1-on-1s: in Culture Amp

- Main menu > 1-on-1s
- Leaders can set and schedule 1-on-1s in Culture Amp
- Scheduled **Upcoming 1-on-1s** will appear at the top of the list
- If report lines change, or an employee leaves the organisation, historical 1-on-1 conversations will display under **Archived 1-on-1s**

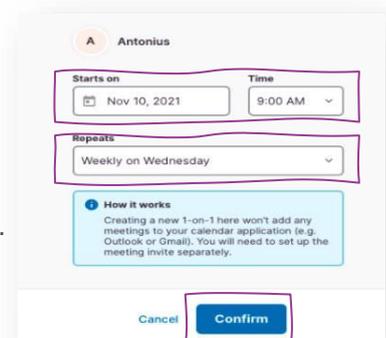


Leader only

- Direct reports with no schedule in place will appear under **Nothing scheduled**
- You will see both 1-on-1s with your direct reports, as well as any scheduled 1-on-1s with your leader from this page

Setting up 1-on-1s in Culture Amp **L**

1. Via the 1-on-1s menu locate your direct report, then select *Set up 1-on-1s*.
2. Choose your **Start on date and Time**, remembering to add Repeats to ensure consistent meetings take place, then select **Confirm**.
3. Prior to the meeting date add any Shared agenda items, the system will autosave your entries.



Important: ensure you have sent a calendar invitation via Outlook (with no end date) to your employee correlated to any Performance Partnerships meetings.

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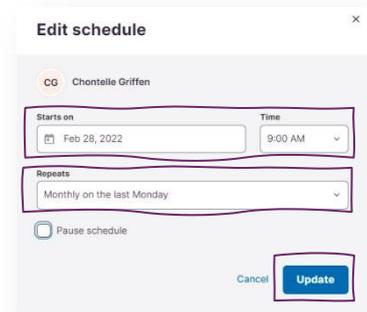
Preparing for and conducting 1-on-1s L E

1. The employee receives an email reminder two days before the 1-on-1 to prepare. They can reflect on how they are doing by completing a short check-in, then review and add any desired agenda items.
2. The leader will receive an email reminder to prepare one day before the 1-on-1. They can review the employee's check-in responses and any agenda items to help guide where to focus 1-on-1 conversation.
3. On the day of the 1-on-1, the two meet, discussing the agenda, check-in items and reflections, adding any shared notes in the platform during the meeting.

Edit a recurring 1-on-1 in Culture Amp L

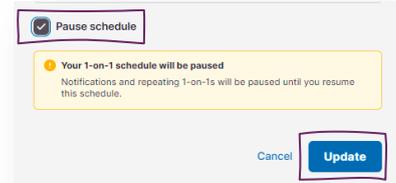
Need to change the time/date of your recurring 1-on-1s?

1. Via the 1-on-1s menu, locate and **select** your direct report.
2. Click **Edit schedule**, choose your **Start on date and Time**, remembering to add 'Repeats' to ensure consistent meetings take place, then select **Update**.



Pause or resume a recurring 1-on-1 L

1. Via the 1-on-1s menu, locate and **select** your direct report.
2. To pause the recurrence, select **Pause schedule**.
3. Select **Update** to apply the change.



Delete an upcoming recurring 1-on-1 L

1. Via the 1-on-1s menu, locate and **select** your direct report.
2. Scroll to locate the 1-on-1 instance you want to delete, click the edit icon (...) and select **Delete**.
3. Select **Delete** again to apply the change.



Sync all calendar invites to Culture Amp L

1. Via the 1-on-1s menu, **select** calendar sync.
2. Step 1. Connect to your calendar.
3. Step 2: Sync Calendar events.
4. Going forward, whenever you change a calendar appointment time in Outlook, the 1-on-1s in Culture Amp will automatically update.



Resources

Facilitate a great 1-on-1: <https://www.cultureamptraining.com/how-to-facilitate-a-great-1-on-1>

1-on-1 Manager Quick Guide: <https://www.cultureamptraining.com/host-an-effective-1-on-1-meeting/528503>

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3.1.3 Creating a development plan

Develop

Identify your motivators, strengths and skills and reflect on your development aspirations before creating a development plan.

- E The develop module activities are an opportunity for you to reflect on your aspirations and plan your developmental focus for the year ahead.
- L Your employee's development plan will provide insight into your employee's career and development aspirations and goals.

 Guide for Develop module:
<https://support.cultureamp.com/hc/en-us/articles/4924322592786-Creating-a-Development-Plan>

 February

How it works

Employees complete the activities in the Develop module and create their development plan.

Completing your development plan in Culture Amp

1. Scan the menu bar at the top of the Culture Amp site and select the 'Development' module. Select 'development plans' from the drop-down menu.
2. Creating a development plan involves completing two guided workflows:
 - *Step 1: Know yourself*: a guided self-reflection. Reflect on your strengths and what you care about. Consider your long-term work and career aspirations. Use these to help decide on the objective of your plan.
 - *Step 2: Build your plan*: build an actionable plan. Determine the skills and behaviors you need to work on to achieve your objective. Focus on one growth area at a time to set goals and actions.
3. When you create your plan, your responses can only be read by the person you establish as your 'development manager'.
4. You can go back and edit your responses and goals at any time.

E



Step 1. Know yourself

30 minutes

Reflect on your strengths and what you care about. Consider your long term work and career aspirations. Use these to help decide on the objective of your plan.

Start →



Step 2. Build your plan

60 minutes

Determine the skills and behaviors you need to work on to achieve your objective. Focus on one growth area at a time to set goals and actions.

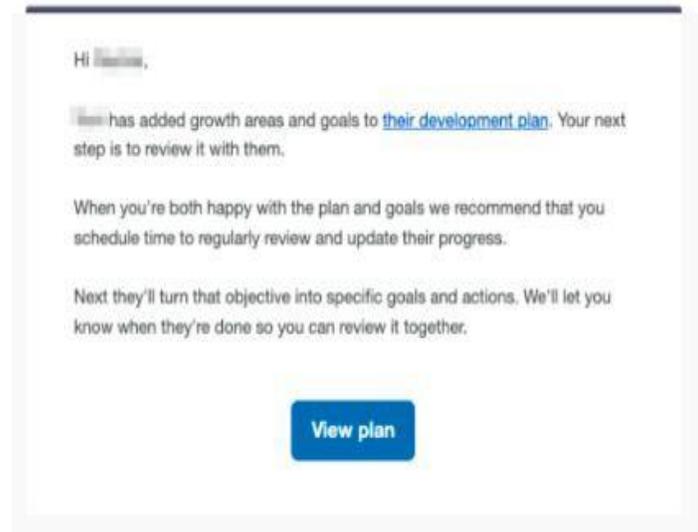
Start →

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Reviewing your employee's development plan L

As a manager, you'll be notified, via email, when your employees have completed their development plan, ready for your review.

We recommend you discuss and provide input to the development plan at a 1-on-1 conversation. It is the employee's responsibility to update/edit and finalise the development plan.



Visit the Culture Amp 'Skills Coach' within the Development Module and participate in the "people development" course to build your skills in supporting your people to identify, stretch and master the skills they need.

People development



[View](#)

[Start](#)

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3.1.4 Self-reflections

Self-reflections

Self-reflections help you to take a brief pause and share your achievements, learnings and areas for growth.

E Assigned automatically, self-reflections are an opportunity for you to reflect on your recent achievements and plan your developmental focus for the next quarter.

L The self-reflection activity will provide insight into how your employee perceives their performance and development progress; they will also become a focus of your ongoing 1-on-1s.



Guide to Self-reflections: <https://support.cultureamp.com/hc/en-us/articles/360014088700-Guide-to-Developmental-Self-Reflection-Template>



Dec-Jan

How it works

Self-reflection is a core step in an employee's performance experience. Employees reflect on their achievements, learnings and areas for growth during the review period.

- Self-reflections are assigned to you in Culture Amp by the People and Wellbeing team
- They are a simple template of approximately five (5) questions related to your recent achievements, goal progress and overall performance
- You will complete two (2) self-reflections throughout the Performance Partnerships annual cycle - a mid-point review and the other at the conclusion of the financial year
- When a self-reflection cycle opens, it can be helpful to discuss it with your leader before you begin
- Leaders can both review and comment on employee self-reflection responses and should use them as a focus for future 1-on-1s.

Completing your self-reflection in Culture Amp

1. When a self-reflection goes live, it will show up as an action item in your task list. You can also access them by clicking *Reviews > Your self-reflections* under 'You'. Click **Complete your self-reflection** to get started. **E**

2. Spend time reviewing the questions and writing any notes you can use to craft your response.

Tip #1: Review your goals considering any progress you have made, as well as past feedback you have received and put into action.

Tip #2: Refer to the Appendix in this guide (page 20) to refresh yourself on our organisational values.

3. Your answers will autosave as you enter them so you can return and complete them prior to the end date. **Note:** they will remain in a **draft** state until you are ready to submit.

4. When you submit your self-reflection, your responses become read-only and are sent to your leader. You may add comments later but cannot edit the submitted text.

Your Self-reflection
Due February 11, 2022, 12:00 PM GMT+10

Notification Your self-reflection will be sent to your manager

1. What progress have you made on your goals in this review period? Describe the impact on the success of your team, department and organization.
Refer to the feedback you have received and the progress you made toward your goals in the profile view to your right.

Your response...

2. What blockers or challenges did you experience in this review period that made it harder to achieve your goals?
Refer to blockers that you managed to overcome as well as those that you did not.

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Supporting employees to complete a self-reflection L

When a self-reflection cycle opens, it can be helpful to discuss it with your direct reports before they begin writing to help them make the most of the opportunity.

You might share some tips in a 1-on-1 to help them prepare to write:

- The self-reflection template is designed to jog their memory and prevent recency bias: they can look back through goals, past self-reflections and any shared feedback to ensure they cover the review period.
- It can also be helpful to look back through their calendar, 1:1 notes, email, or Teams, and anywhere they keep a log of what they're working on week to week.
- Help them figure out when they'll find time to write: should they block out time in their calendar? Is there a quiet period of the week when it might be easier to write?
- You might also share how you're planning to prep and any insight into how you'll structure the live conversation where you discuss their reflection and your review.

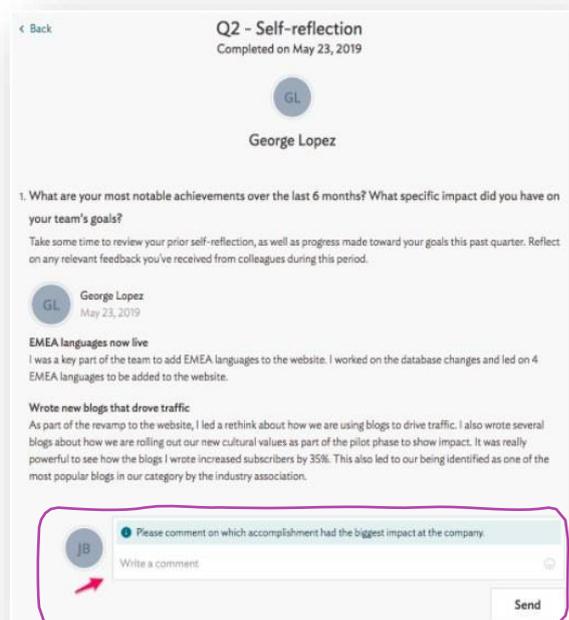
Using these steps to help your employees prepare for a self-reflection will ensure they are set up for success in the process and you get the information you need to best coach them moving forward.

Reviewing your employee's self-reflection L

Managers will be notified via email and inbox notifications, when employees have completed their self-reflections.

1. Access your direct reports' self-reflections by selecting: *Reviews > Self-reflections* under **Direct Reports** in the navigation.
2. Click on the cycle you'd like to see. You will only be able to review the contents of self-reflections if a direct report has completed and submitted theirs.
3. Locate and select the self-reflection you wish to review.
4. We encourage leaders to comment on self-reflections. This lets you dig deeper into the reasons behind your employees' answers. Both leaders and employees can comment on self-reflections to add context and respond. Write your comments and select **Send**.

Tip: We have created prompts for our leaders in the template, making it easier to provide meaningful feedback.



Resources

Guide to Self-reflection Template: <https://support.cultureamp.com/hc/en-us/articles/360014088700-Guide-to-Developmental-Self-Reflection-Template>

Guide to Self-reflections during Covid-19: <https://support.cultureamp.com/hc/en-us/articles/360013716400-Guide-to-Performance-self-reflections-during-COVID-19>

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3.1.5 Performance Reviews

Performance Reviews

The Performance Review activity is designed to support our leaders and employees to review work achieved and identify opportunities for development.

- E** Complete a final self-reflection, using your goals, feedback received, and past self-reflections as a prompt. Share your achievements, learnings, and areas for growth. These inputs will culminate in a performance review written by your leader and shared verbally via a conversation. Your final rating will be shared with you after the organisation-wide calibration process has been finalised.
- L** Leaders will complete a manager review activity for each direct report. Make sure to review your employee's current and past self-reflections, goals, feedback received, and any notes you may have about them. You should share the feedback via a conversation. The final rating can be shared with your employee at a 1-on-1 after calibration has occurred.



Performance Review Cycle Guide for Managers and Employees:
[https://support.cultureamp.com/hc/en-us/articles/360016973880-Performance-Review- Cycle-Guide-for-Managers-and-Employees](https://support.cultureamp.com/hc/en-us/articles/360016973880-Performance-Review-Cycle-Guide-for-Managers-and-Employees)



May – June

How it works

Annual Performance Reviews in Culture Amp are triggered by the People & Wellbeing team and include the following components:

A self-reflection: A focus on measurement, this is an opportunity for you to reflect on this Performance Partnerships cycle and give additional context and insights to your manager about your accomplishments and goals.

Manager review: Reflecting on the whole Performance Partnerships cycle, leaders will provide a review of their employees' progress, development and identify areas for growth. Leaders should utilise an employee's current and past self-reflections, goals, feedback received, and any notes you may have about them as prompts. Leaders need to be aware of recency bias, ensuring they reflect on the entire review period. We recommend leaders attend a live session, delivered by the People and Wellbeing team, to prepare for delivering performance feedback.

After the Performance Review

Calibration: Prior to sharing Performance review ratings, and once all managers have submitted their reviews, a calibration meeting will be run to ensure employees are being evaluated fairly across managers and departments. Leaders will then have the opportunity to amend any ratings prior to the activity being closed by People & Culture.

Review conversation: In the final step, leaders and employees will meet 1-on-1 to discuss the review. You can then continue to discuss any opportunity areas previously uncovered throughout the Performance review cycle, during your ongoing 1-on-1s.

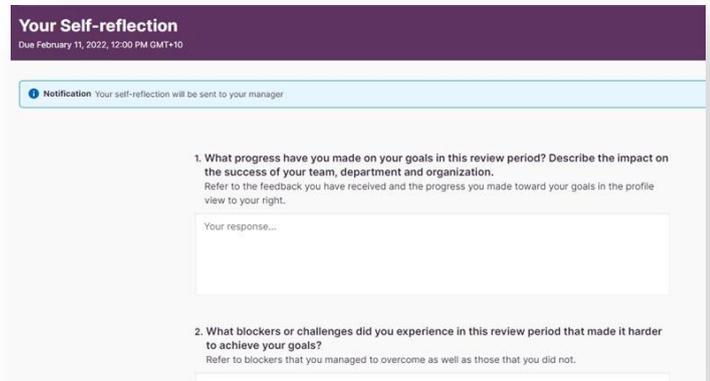
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Completing your Performance review (Self-reflection) in Culture Amp

E

1. When a self-reflection goes live, it will show as an action item in your task list. You can also access them by clicking *Reviews > Your self-reflections* under *You*. Click **Complete your self-reflection** to get started.
2. Spend some time reviewing the questions, writing down any notes you can use to craft your response.

Tip: Review your goals considering any progress you have made, as well as past feedback you have received and put into action.
3. Your answers will autosave as you enter them so you can return and complete them prior to the end date. **Note:** They will remain in a draft state until you are ready to submit.
4. When you submit your self-reflection, your responses become read-only and are sent to your leader. You may add comments later but cannot edit the submitted text.



Preparing for the Performance review (Manager review) in Culture Amp

L

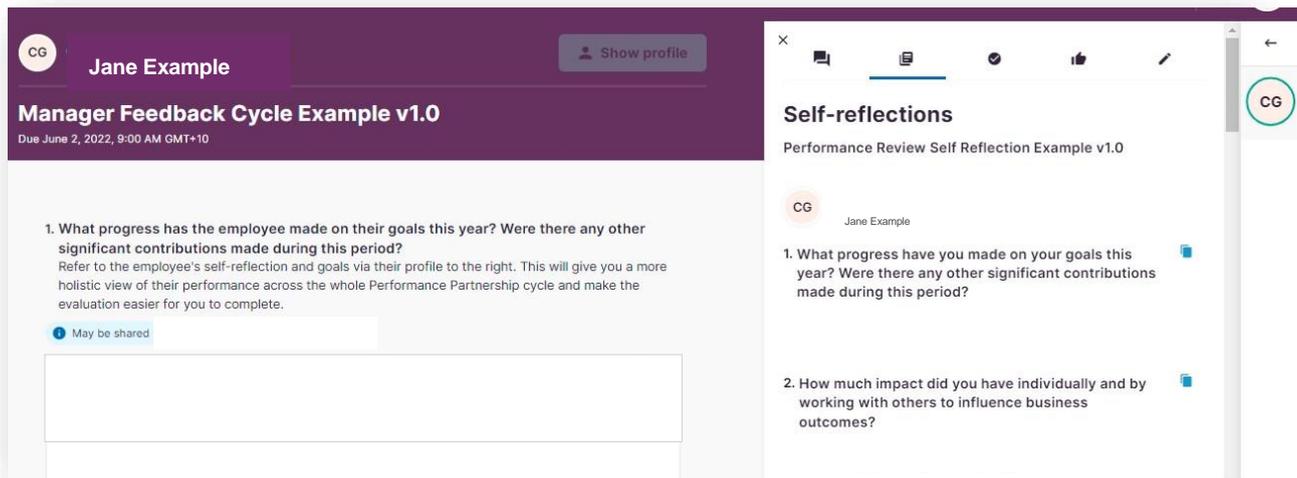
A review cycle is a milestone for you and your employees to talk through performance, growth, and next steps. It's important to prepare thoroughly and write a fair review, representing the full picture of their performance over the review period.

- When the manager review step of the cycle begins, you will receive both an email notification and action item in your task list. You can also access these by clicking on *Reviews > Performance reviews* under **Direct reports**. Spend some time reviewing the questions so you know what you'll need to respond to.
- Use the employees' Culture Amp profile to see previous feedback, self-reflections, goals, and reviews. It may also be helpful for you to review the employees' Success Profile and any competencies outlined for their role.
- You can choose to comment on your employees' self-reflection, even if you aren't writing your review yet. It can be good to acknowledge their input with short comments expressing your agreement or some additional context. We don't recommend sharing any redirecting feedback in the comments. If there's something you don't necessarily agree with, be sure to incorporate this into your performance review feedback or conversation.

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Completion Tips L

- As you write, your responses will be auto saved. You can come back at any point, even after you click **Complete**, to edit submitted reviews up until the cycle closes.
- Your review will not be shared with your employee until you or your administrator chooses to share reviews, typically after calibration has occurred. Sharable responses are denoted with *Will be shared*.
- On the right, you'll see a list of all direct reports in alphabetical order and can toggle through each avatar to view their goals, any feedback received, as well as the Self-reflection they completed as part of the Performance Review.



Writing your review L

As you sit down to write your review, it's helpful to keep the words 'fair' and 'thorough' in mind: you want the review to be an objective assessment of your employee's performance and cover the full picture of their work. There should be no surprises in your review, as any concerns or feedback should have already been discussed during 1-on-1s. You should also be aware of any [biases](#) that can pop up in the review process and learn how to avoid them.

Situation-Behaviour-Impact (SBI) feedback model

When writing your feedback we recommend using the tried and tested *Situation-Behaviour-Impact (SBI) feedback model*, as it aims to focus on facts and less on subjective assessments.

- **Situation:** Define the where and when to put the feedback into context.
- **Behaviour:** Describe the specific behaviours you directly observed.
- **Impact:** Explain how the individual's action has affected you or others.

It can be written as simple as "You successfully completed [situation, project, or milestone] by [behaviour] and, as a result, created [impact]."

As you're writing, be sure to cover both areas to celebrate and ways your employee can continue to improve. Whether your employee has had a stellar few months or has a lot of room to improve, you want to make sure the review will be a constructive conversation.

Sharing the review

Wait for guidance from the People and Wellbeing team on when to share your review with your employees. As mentioned, this is typically done following a calibration session, to ensure a fair and equitable process has occurred. Once enabled, share reviews by navigating to Review > Performance Reviews (under Direct Reports) > select the Share icon on the right side of their record. Your employees will receive a notification alerting them your feedback in Culture Amp is ready to view.

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Finalise your review

Once you're done writing, review this short list of questions:

- Does my review reflect my employees' contribution over the full review period?
- Have I provided reinforcing feedback they will be glad to hear and constructive feedback they can put to use?
- Have I acknowledged input from their self-reflection where relevant?
- Have I incorporated feedback where relevant?

Managing underperformance

If you believe the employee may be underperforming, engage with the People and Wellbeing team by submitting an *Employee Relations > Leader & employee advice* ticket via the [#Teampossible Support Hub](#)

Resources

Participate in a performance review (employees): <https://www.cultureamptraining.com/performance-reviews-for-employees/667221/>

The Performance review cycle (managers): <https://www.cultureamptraining.com/performance-for-managers>

3.1.6 Calibration

Calibration

A calibration exercise is used to ensure all employees are evaluated on the same criteria – no matter to whom they report.

 Facilitated by People and Wellbeing, calibration sessions with nominated people leaders provide an opportunity to ensure a fair and equitable review process has been undertaken across departments.

Feedback and insights captured at these sessions will also inform upcoming Performance Partnerships cycle activities.

Leaders are advised to share their Performance review ratings with employees once the calibration process is finalised.

 July - August

The calibration meeting

How it works

There are many biases that can affect performance reviews and calibrations help to mitigate them. For most organisations, this means you'll sit down with other leaders and the People and Wellbeing team to discuss individual performance of team members.

For a calibration to be most effective, it should happen after you and your fellow leaders have written a draft performance review, yet before the written review is shared with the employee, in case any changes need to be made. You can verbally share the feedback about the employee's contribution at any time. For leaders, calibration is an opportunity to advocate for employees who are ready for promotion and get broader perspective from other leaders.

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Review conversation

You will likely want to think of a brief explanation or summary of your reviews for each employee you can share during the meeting. In particular, be ready to demonstrate how any employees rated as *leading performance* or *sets a new standard* are performing at a higher standard than others.

One way to think about this statement is what, how and impact.

- What did your employee accomplish over the review period?
- How did they get their work done (e.g. in a way that was aligned to our organisational values, with great project management skills)?
- What impact did this create for our organisation?

After

People and Wellbeing will likely collect the information shared in the meeting and use this to inform leveling, and Remuneration Review (if applicable) decisions. You or the leader of your department may also be involved in these conversations. While that decision making is happening, your employees may ask for updates in 1:1s, be sure you have a good understanding of the timeline so you can let them know when they can expect any updates.

Share your review

Go to the **Reviews** dashboard and locate the individual employee, select the arrow icon on the left side of their name, or share all at once by clicking the arrow at the top. Only items marked *Will be shared* will be viewable. Your employees will receive a notification informing them they can now view feedback in Culture Amp.

In the final step, leaders can share the final performance rating during your regular 1-on-1. You can then continue to discuss any opportunity areas, uncovered throughout the Performance review cycle during your ongoing 1-on-1s.

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Technical FAQs

What if I cannot log into Culture Amp

If you continue to experience access issues let us know via [#Teampossible Support Hub](#) or contact <mailto:learning@endeavour.com.au>.

I have a new starter, when will they be assigned their Set for Success Conversation?

Set for Success conversations are paper based, via the [Set for Success Template](#). Leaders will be accountable for ensuring the right conversation occurs at the right time. If you want to conduct 1-on-1s and Goal setting via Culture Amp you can, in addition to the formalised process, utilising the Set for Success Template.

My employee has now successfully completed probation, how do I manage their Culture Amp activities?

A Culture Amp account will be automatically created for all new starters. After the initial Set for Success conversation, leaders are to set up recurring 1-on-1s in Culture Amp for their employee. In conjunction, employees should start developing their goals for the remaining Performance Partnership Program cycle in consultation with their leader.

Reporting line changes – how does this affect conversations currently underway?

1-on-1s: The new leader won't have access to an employee's 1-on-1s with a previous leader. These will need to be set up by the new leader, with the old 1-on-1s kept as an archive on the employee's dashboard just in case they want to revisit old conversations.

Self-reflections: Once a reporting line change has been made, the information pertaining to the direct report will all be shifted over to their new manager including historical and underway self-reflections. We encourage you to complete any underway conversations prior to any structure changes taking place to ensure a smooth transition for the new leader.

Manager reviews: Once a reporting line change has been made, the information pertaining to the direct report will all be shifted over to their new manager including historical and underway manager reviews. If the employee has recently joined your team and you do not yet have enough information to complete a manager review, Culture Amp lets you collaborate with another person on your review to ensure your feedback is timely and actionable. Both **administrators and managers** can add a collaborator to a review once the activity has launched.

How do I add or manage Collaborators?

To add a collaborator:

- From the performance review dashboard, find the individual and select the three dots icon
- See current collaborators and search for users to add new collaborators.



Employee	Job title	Manager	Status
Ashlee Charette		Nick Woodhull	Complete
Molly Wang	CA Software Developer	Nick Woodhull	... → Download PDF Manage collaborators

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Manage collaborators ×

Collaborators will get access to Blanca Wheeler's manager review and can provide additional comments. Their comments will not be visible to Blanca Wheeler when the review is shared.

Add collaborators to Blanca Wheeler's manager review

Select from dropdown or enter names

Add note (optional)

Your note will only be visible to collaborators

Added collaborators

-  **Alma Marshall** ×
-  **Amanda Fleming** ×
Can you help me evaluate

After adding collaborators:

- New collaborators will receive notifications via email and in their **Inbox**.
- Once given access, new collaborators will be able to see your review and can comment on each question. They can also view sections of your direct report's profile according to their permissions (e.g. they will see any goals made visible to them and any feedback they have written).
- You can add or remove collaborators at any time before the cycle is closed. When collaborators are removed, their comments will persist, but they no longer have access to the review.
- Note: In order for collaborator notes to be visible to the manager and admin, the collaborator must "share comments".

Provide comments below. Your comments will not be visible to Blanca Wheeler.

Your comments will not be editable after they have been shared ✓ Saved

Share comments

Important: Collaborator notes are only visible to you, the manager, skip-level managers (if applicable), and your administrator. Your direct report will not see these comments if you decide to share your review with a direct report.

Will Culture Amp send an Outlook invite when scheduling 1-on-1s?

No, however, you can sync Culture Amp 1-on-1s with existing calendar appointments in Outlook. That way, when you need to change the time of a scheduled 1-on-1 in Outlook, it will automatically update in Culture Amp. Select the "Calendar sync" icon (top right of page) when viewing all up-coming 1-on-1 conversations. If Culture Amp will not sync with your calendar, ensure you have no end date selected for your recurring Outlook appointments.

How long does each conversation take?

This can vary and your first few may take a little longer until you are familiar with the format. We recommend at least 30 mins for 1-on-1s, and an hour for Self-reflections and Performance reviews.

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What if I don't have time, can I choose not to hold the conversations?

These conversations are an organisation-wide initiative the Executive Leadership Team will be reporting on. It is expected, as a leader and employee, you will participate. If something is preventing you, speak directly with your leader.

I have a question about Culture Amp that isn't listed, who can I contact?

Reach out to us by logging a People and Wellbeing ticket via the [#Teampossible Support Hub](#).

I am a leader and have a question about the Performance Partnerships process, who can I contact?

If you require additional assistance or coaching, please reach out to your People and Wellbeing partner.

Appendix – Values and Behaviours Guide



We are one, valuing individual strengths and experience so we can achieve more together.

1. Our customers are at the centre of everything we do. We consider the impact for the customer when making decisions or taking action.
2. *A customer could be a person with disability that you support, an external business or an internal customer such as a leader or employee you provide a service to.*
3. We collaborate with each other to achieve business imperatives and support our colleagues to achieve their best. We use a 'co-create, co-deliver' approach to new initiatives or changes.
4. We trust and respect each other, actively seeking out and valuing feedback and diverse views. We choose 'Above the line' behaviours including accountability, responsibility and ownership.



We never stop imagining a better future for our customers.

1. We always imagine a better way and are courageous in challenging the status quo. We challenge 'myths' and appreciate diverse and 'out of the box' ideas.
2. We focus on possibilities and work to remove barriers to achieve them. We see challenges as opportunities for growth.
3. We make it easy to do business with us and with each other.



We care and treat everyone with respect and kindness.

1. We genuinely care for customers and our people as unique and diverse individuals. We are genuine, honest and transparent in our conversations and actions.
2. We value each other and actively seek out and recognise those who have made a difference. We celebrate success – achievements, milestones and small wins. We surprise and delight.
3. We take time to understand the ideas and needs of others, choosing to reflect and refocus our behaviours and efforts in order to achieve the best outcome for our customers and the business.



We are passionate, our customers are at the heart of everything that we do.

1. We are passionate about the customer experience and strive to make their possibilities a reality by removing barriers and supporting them to focus on the things that matter.
2. We take action and deliver on our promises. We do what we say we'll do when we say we'll do it and we are agile in our approach.
3. We know our mood is contagious and we bring our best selves to work everyday, choosing positivity, enthusiasm and a solutions focus. We have fun.