Supervisor Milestone Conversation Guide

For Supervisors | U of A Onboarding Program

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For more information about onboarding roles and responsibilities, and to access additional resources, visit the Onboarding Toolkit.

WHY MILESTONE CHECK-INS?

Milestone check-ins with your new employee is critical in ensuring their success, engagement and retention. They support your weekly/bi-weekly 1:1s by setting aside dedicated time to discuss the onboarding journey rather than focusing on day-to-day operations. Milestone check-in conversations can be integrated into your regular 1:1 conversation with the employee or be set up as a separate conversation. Milestone check-ins:

- Foster an environment of accountability, monitor goals, and support performance.
- Orient the employees to the organization and team by emphasizing relationships and shared objectives.
- Build a trusting working relationship.
- Determine if the onboarding process is working and how it might be improved.
- Provide a framework for discussing the employee's 90-Day Plan (see **90-Day Plan Guide and Template**).

FIRST WEEK CHECK-IN

1. Do you have questions about your 90-Day Plan?
2. How's it going so far? How are you feeling about your new role?
3. What excites you about your role?
4. Is there anything about your role that concerns you?
5. Is there anything I can support you with the onboarding process so far?

TWO WEEK CHECK-IN

90-Day Plan

1. How are you progressing towards objectives and completion status of the key deliverables
2. Are you experiencing challenges or barriers?
3. Do you have ideas about alternative approaches you could take to achieve your objectives?
4. How can I support you?

Other questions you might ask:

1. How's it going so far? How are you feeling about your new role?
2. Have you met with your Onboarding Colleague? How is that going?
3. Has the assistance you've been receiving to get you acclimated helpful? Is there something else you need?
4. Are you having to ask a lot of questions not covered in your training?
5. Do you feel like you are being well-prepared for your role?
6. Are you starting to develop some comfort with your role?
7. What is still unclear to you?
8. What excites you about your role now that you know a little more about it?
9. Is there anything I can support you with the onboarding process so far?

30 DAY CHECK-IN

90-Day Plan

1. How are you progressing towards objectives and completion status of the key deliverables
2. Are you experiencing challenges or barriers?
3. Do you have ideas about alternative approaches you could take to achieve your objectives?
4. How can I support you?

Other questions you might ask:

1. So far, is the job what you expected it to be? Are you feeling challenged by the position?
2. Do you feel you have the information, tools, and resources you need to do your job successfully?
3. Are you feeling welcomed by other unit staff?
4. Are you experiencing any challenges in particular that I can assist you with?
5. Are you feeling comfortable within the organization in general? Do you feel like you have a good understanding of your role within the organization?
6. Do you feel you are able to be productive and effective in your position? Can you discuss why or why not?
7. Is there any specific training that you feel you need to be successful?
8. How are things going with your onboarding colleague? Do you think the pairing is a good "fit" so far? Why or why not? Do you feel you are receiving enough feedback and assistance from me?
9. Are you finding the onboarding helpful in assisting you in meeting various milestones for the job?

60 AND 90 DAY CHECK-IN

90-Day Plan

1. How are you progressing towards objectives and completion status of the key deliverables
2. Are you experiencing challenges or barriers?

3. Do you have ideas about alternative approaches you could take to achieve your objectives?
4. How can I support you?
5. What objectives and deliverables do you think should be included in your new 90-Day Plan?

Other questions you might ask:

1. What areas/tasks/projects are you enjoying the most within your position? Are there any new skills that you feel you have developed or strengthened? Are there any skills you would like the opportunity to develop more in the upcoming weeks and months?
2. What are some elements of the position you are not enjoying as much? Is this because you have not been given the proper tools or training to be successful?
3. How is your onboarding going? Are there any areas where you feel you could benefit from additional support or training? So far, what part of the onboarding process has been most effective/beneficial?

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