



performance
partnership
program



Companion Guide

Service Delivery Pilot and Mycareer program

August 2022



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Performance Partnership

At Endeavour Foundation we are focussed on a culture of continuous feedback and 2-way performance conversations. The framework that we use to encourage this is **Performance Partnership**, which is based on shared goal setting, regular feedback, open communication and development.

Performance Partnership 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 partnership, and clarity on role expectations.

The Cycle

Our Performance Partnership 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.

Note that in FY 2022/2023, a pilot in service delivery will test the self-reflection feature. Also, the *mycareer* program will feature the Development module. In future years, we hope to offer the entire cycle to all front-line employees.



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Culture Amp

Our Performance Partnership 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

You will need to **set a unique password** to access the Culture Amp platform.

1. On the login screen, select **Can't sign in?**
2. Enter your work email address, *select Send recovery email*
3. Check your inbox, you will receive an email with a link to **Set a new password**
4. Create your password, then select **Set password**
5. Return to Culture Amp and **login**.

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 anything that isn't 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&C system enquiry* ticket via the [#Teampossible Support Hub](#) – we'd be more than happy to assist.


2.1 Activities


2.1.1 Self-reflections (*For front-line pilot participants*)

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>

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How it works

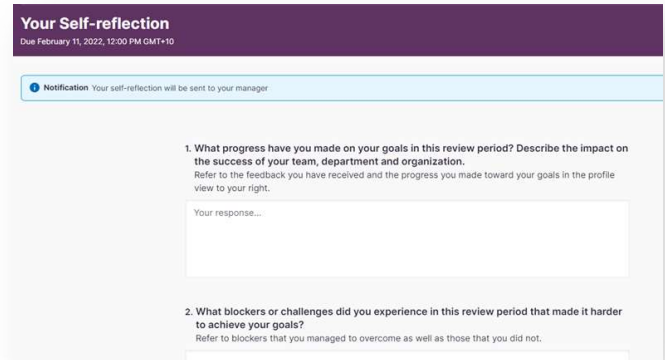
Self-reflection is a core step in an employee's performance experience. Employees reflect on their achievements, learnings, and areas for growth during the review period.

- Self-reflections are assigned to you in Culture Amp by the People Experience team
- They are a simple template of several questions related to your recent achievements, goal progress and overall performance
- 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.

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Completing your self-reflection in Culture Amp E

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



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 think back over the past several months about achievements, challenges and any shared feedback
- It can also be helpful to look back through their calendar, 1:1 notes, 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.

2.1.2 Creating a development plan (for Mycareer participants)

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 career developmental focus for the year ahead.
- L Your employee's development plan will provide insight into how 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>

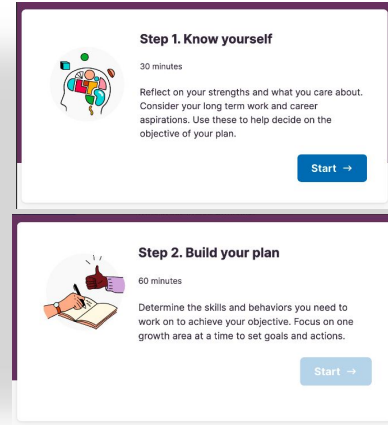
🕒 In preparation for the Mycareer workshop

How it works

Employees complete the activities in the Develop module and create their development plan in preparation for attending a Mycareer workshop. If you haven't already, sign up for a Mycareer workshop here: <https://forms.office.com/r/8QiKYNRYNU>

Completing your development plan in Culture Amp E

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 one*: 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 two*: 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.

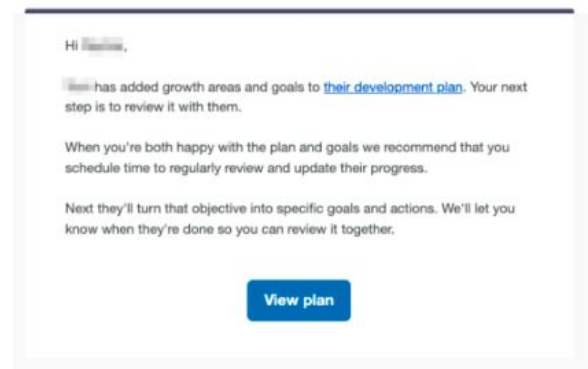


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Reviewing your employee's development plan L

As a manager, you'll be notified when your employees have completed the development plan via email and can view the plan.

We recommend that you discuss and provide input to the development plan at a 1-on-1 conversation.



FAQs

What do I need to do for the front-line Pilot?

Whether you are an employee or a people leader, the most important thing you can do is be open-minded and fully participate in the experience. As you work through each activity, we ask that you keep notes about what you liked, perhaps felt could be better, or maybe didn't understand. Anything that you think would be helpful for future iterations, we want to hear about. You can submit your feedback via the [#Teampossible Support Hub](#) or your People Experience Partner.

I cannot login to Culture Amp.

You may not be utilising the correct email address associated with your account. If you have been with the organisation for over three years it is you likely were issued with an older style email e.g. m.bayly that may be still be utilised across various systems including PeopleSoft, Engage, and now Culture Amp. Even though you may now be using the newer format e.g. melissa.bayly please try entering your previous email in Culture Amp which it should recognise. If you continue to experience access issues however let us know via [#Teampossible Support Hub](#).

Reporting Line changes - how does this affect conversations that are currently underway?

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.

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

Reach out to us by logging a P&C system enquiry ticket via the [#Teampossible Support Hub](#).

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

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