

Check-in

Regular check-ins are one of the most powerful tools in your manager toolkit. They're simple, and make a big impact helping your team feel seen, supported, and motivated to do their best work. It's also a great moment to recognise the brilliant things they do every day. Check-ins keep everyone focused, aligned, and moving forward with energy. When you create space for honest, two-way conversations, you build a culture where people feel they truly belong.

You've got everything you need right here to make check-ins meaningful and lead with confidence.

Use the framework to:

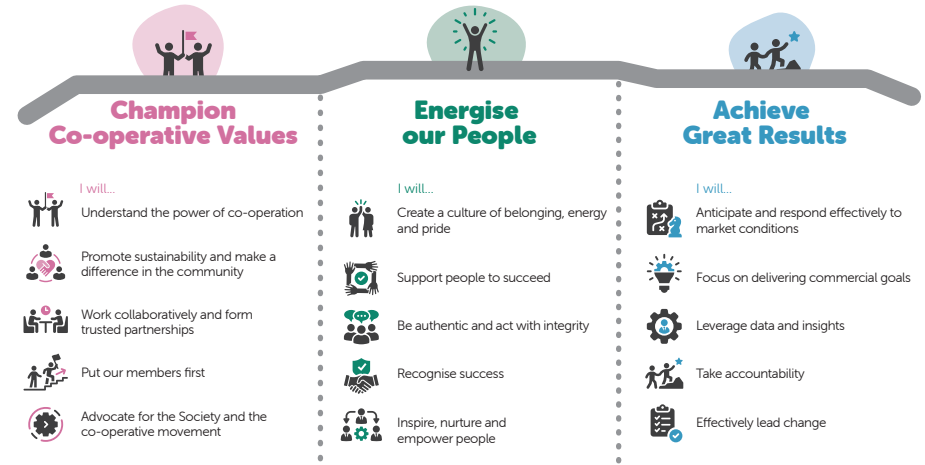
1. Set clear, meaningful goals
2. Discuss standards and expectations
3. Support ongoing development and growth

Our Co-operative Colleague Framework



Through the power of co-operation, we're building a fairer more sustainable, and ethical future.

Our Co-operative Leaders Framework



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Conversation Starters

These conversation starters are here to help you spark meaningful chats, ones that support your colleagues, bring out their best, and show genuine appreciation for all they do. They're not a script, just a flexible guide to help you shape the conversation. Touch on each stage of the check-in, and adapt your approach to the colleague you're talking to. Keep it relaxed, supportive, and focused on moving forward.

1. Wellbeing — How are you?

- How have you been feeling lately, both at work and outside of it?
- What's been going well for you recently – any wins or highlights you'd like to share?
- Is there anything on your mind that could impact your wellbeing or focus?
- What support could help you feel your best right now? Are you aware of what's available like Grocery Aid or Mental Health Champions?
- How are you managing your current workload, and are there any strategies or support that could help improve it?

2. Performance — How's your work going?

- What have you done recently that you're proud of, and what's going well in your day-to-day work?
- Are there any challenges or barriers affecting how you work – and if you could remove just one, what would it be?
- What have you learned from recent training, and how has it influenced or changed the way you work?
- What support, training, or tools would help you feel even more confident and equipped to do your job well?
- Where in the framework do you feel most confident, and what's one area you'd like to develop further?

3. Manager feedback - How are we doing against your goals?

- Here's what I've observed about your performance – what's working well and where I see opportunities to growth. What are your thoughts on that?
- How does that align with your own reflections and recent experiences?
- Let's review your goals - what progress have you made on your goals?
- What specific actions will you take to build on your strengths and address any challenges?
- What outcome will you aim for, and how will you measure your progress?

4. Moving Forward — What's next?

- Are there any goals you'd like to revisit, reset or update?
- What are your top priorities over the next few weeks?
- How can I best support you to succeed?
- What learning or development opportunities would support your future career goals?

5. Wrap Up - What's Worth Highlighting Right Now?

- Celebrate progress and acknowledge the effort that's driving success
- Confirm next steps and agreed actions to keep momentum going
- Remind colleague to book a check-in or development chat anytime
- Thank colleague for their remarkable service and openness
- Reinforce your ongoing support - you're always here to listen, guide and help

Colleague Goals

Use this space to capture what your colleague's working towards right now. Make sure each goal follows the SMART approach so it's clear, doable, and trackable.

That means:

- Specific** – What exactly are they aiming to do? What's the plan?
- Measurable** – How will you know when it's done? What info or results will show progress?
- Achievable** – Can they realistically pull this off? Do they have the tools and skills they need?
- Relevant** – Does this goal make sense for the team, Trading group and the Society? Why does it matter?
- Time-bound** – When's the deadline? What's the timeframe for getting it done?

Goal Description	How we'll measure it	Deadline & Relevance
What exactly are they trying to achieve? Be specific and action-focused.	What information or results will show progress? Think numbers, milestones, or outcomes.	When should it be done, and why does it matter to the team, trading group or the Society?

Conversation Summary

Summarise the main takeaways touch on how they're feeling (wellbeing), how things are going (performance), any feedback shared, development opportunities, what their most focused on at the moment (priorities) and any agreed next steps (actions).

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