



STAFF REVIEW FLOWCHART

A STRUCTURED, ADAPTABLE CONVERSATION GUIDE

(Each question leads to different follow-ups based on the employee's response.)

1

START WITH WINS & ACCOMPLISHMENTS

"LOOKING BACK ON THIS YEAR, WHAT ACCOMPLISHMENT ARE YOU MOST PROUD OF?"

♥ **They share something impactful & self-aware >**
That's amazing! What contributed to that success, and how can we keep that momentum?"

♥ **They struggle to answer >** "Let's think about the students—what's something a student or parent has thanked you for?"

♥ **They say 'Nothing really' >** "What's one thing you did this year that felt rewarding or fun?"

"WHAT'S SOMETHING YOU FEEL REALLY CONFIDENT ABOUT IN YOUR ROLE?"

♥ **Clear strength identified >** "That's fantastic! I have some great trainings on this—would you be interested in leveling up even more?"

♥ **Vague response ('I guess I'm okay at X') >**
"Others have mentioned you're great at ____! I have some amazing resources in that area if you want to refine it."

♥ **'I don't know' response >** "If I asked a student or teammate about your best quality, what would they say?"

2

TRANSITION TO AREAS OF GROWTH

"WHAT'S ONE AREA WHERE YOU'D LIKE TO IMPROVE?"

♥ **They identify an area & want to grow >**
"That's great! Let's see if there's a masterclass on that—want me to send you the link?"

♥ **They hesitate or struggle >** "If you could go back to the start of this season, what's one thing you'd do differently?"

♥ **'I don't need to improve' response >**
"Even small refinements can make a big difference. If you had to pick one skill to sharpen, what would it be?"

"WHAT WAS THE MOST CHALLENGING PART OF YOUR JOB THIS YEAR?"

♥ **They share a specific challenge >** "I appreciate your honesty. Let's see if there's a training or resource that could help you with this!"

♥ **They downplay struggles but seem hesitant >**
"If you could adjust one thing about your workload, what would it be?"

♥ **They say 'Nothing really' but seem disengaged >**
"I want to make sure you feel supported. I have tools to make things easier—would you be open to exploring them?"

3

IDENTIFY RESOURCES THEY NEED

"WHAT SUPPORT OR RESOURCES WOULD HELP YOU DO YOUR JOB BETTER?"

♥ **They have specific ideas** > "Great! Let's explore how templates, checklists, or training can support that."

♥ **They're unsure** > "Are there tools, training, or changes in workflow that could make your role smoother? IC has resources for almost everything!"

♥ **They say 'Nothing'** > "That's okay! If anything comes up later, know that I'm open to ideas."

"HOW DO YOU PREFER TO RECEIVE FEEDBACK?"

♥ **Clear preference (in the moment, structured meetings, written notes, etc.)** > "Good to know! I'll make sure we use that approach moving forward."

♥ **They're unsure** > "Do you like direct feedback or prefer a little time to process before discussing?"

♥ **They say 'I don't really like feedback'** > "That's understandable. I have some great mindset resources on receiving feedback—would you be open to checking them out?"

4

FUTURE PLANNING: WHERE DO YOU SEE YOURSELF

"WHERE DO YOU SEE YOURSELF IN A YEAR? FIVE YEARS?"

♥ **They have clear goals** > "That's exciting! I have mentorship and business leadership resources that could help—would you be interested?"

♥ **They're uncertain but interested** > "No pressure! Is there a skill or responsibility you'd like to explore this year?"

♥ **'I have no idea' response** > "No worries! Let's focus on what excites you in your role now and see how that develops."

"HAVE YOU THOUGHT ABOUT TAKING ON MORE RESPONSIBILITY OR LEADERSHIP IN THE STUDIO?"

♥ **They're excited about leadership** > "That's awesome! I have some leadership training—want to explore that together?"

♥ **They're unsure but open** > "No pressure! If you could pick one thing to get better at, what would it be?"

♥ **They say 'No, not interested'** > "That's totally fine! What's something you'd like to get more confident in, even if it's not leadership-related?"

5

CLOSING WITH EMPLOYEE FEEDBACK FOR YOU

"WHAT'S ONE WAY I CAN SUPPORT YOU BETTER AS YOUR LEADER?"

♥ **They give actionable feedback** > "That's really helpful—thank you! I'll work on that."

♥ **They struggle to answer** > "If you had a magic wand, what's one thing you'd change about how we work together?"

♥ **'Nothing' response** > "I appreciate that! Let's check in again in a few months to make sure you still feel supported."