

# Check-Ins



## Designing a Check-In for your team

Check-ins are an intentional experience designed by a leader to make sure team members feel heard, understood, and have the clarity they need to make the most of their time and efforts. Check-ins can be done daily in less than 5 minutes, or weekly in less than 30. It's important that there is a rhythm and regularity to the check-in so that team members feel valued and can predict some certainty from you as a leader.

Even if you aren't the leader of the team, you can bring this outline to your manager or mentor and work through your meetings in a strategic and helpful manner.

### The 5 C's of a Check-In:

1. **Compassion**
2. **Clarity**
3. **Challenges**
4. **Certainty of success**
5. **Celebration**

There is a purposeful pattern in this check-in. We start with making sure we acknowledge the whole person in front of us. Not the duties they are responsible for. This will naturally shape the tone of the conversation and help leaders tune in.

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### **COMPASSION** can look like:

**Asking:** Where is your stress level this week 1-10? How is your sick family member feeling?

**Sharing accommodations in advance:** I know you asked to WFH tomorrow because your puppy is recovering from surgery...

**Debriefing a stressful work scenario:** That client looked like they rattled you, what are your thoughts looking back?



## **CLARITY** can look like:

**Asking:** How clear is your progress so far? Do you have an idea of where you are in each of your responsibilities?

**Reflecting on the progress you've seen:** It looks like you and the team are at 80% on this project, is that right?

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## **CHALLENGES** can look like:

**Asking:** Where do you and the team feel stuck right now? What internal or external resistance are you facing? Any surprises or unexpected challenges you're working through?

**Offering next steps:** It sounds like you're wanting to brainstorm a few ways to handle this. Would that be helpful? I've been in a similar scenario, want to hear my experience?

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## **CERTAINTY** of success can look like:

**Asking:** How will you know you've progressed far enough this week? How clear is your #1 priority for this week? What do you need to make sure you get to where you want to go? Alone working time? Support from a teammate?

**Offering:** Based on our objectives, this is what success would look like. This is how I'm measuring success for this project.

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## **CELEBRATION** can look like:

**Asking:** What are you most proud of so far? What was the hardest part of this and how did you navigate it? What's going well right now?

**Offering encouragement:** Look at how far you've come! Can you imagine how much growth it took you to be able to do this? This would have felt impossible 6 months ago.

### **Zone of responsibility:**

In your current work scenario, what C's do you believe you're responsible for during a check-in?

Me:

Team:

My leader (if not me):

