

# Core Conversations

At the City of Tacoma, we believe that increasing our focus on a well-rounded employee *coaching* strategy will help supervisors play a strong role in providing clarity and guidance to their team.

Instead of traditional performance reviews, **Core Conversations** facilitate intentional engagement between team member and supervisor to set goals, share needs, remove barriers, and identify ways leaders can better support their team's development.



## CC1. Role Clarity and Path to Success

Establish clear expectations for successful performance in the employee's current role.

## CC2. Career Development

Identify appropriate ways to support employees in continued personal and professional development.

## CC3. Two-Way Feedback

Create intentional time for employees to provide feedback to their supervisor and for the supervisor to provide coaching.

## CC4. Year-End Success and Future Growth Areas

Highlight and celebrate key accomplishments over the year and recognize progress toward long-term goals.

**Please Note:** This is not a discipline process.

The focus of these conversations is to coach team members toward growth and continuous improvement.

### The Importance of 1:1s

Making time for intentional check-ins with team members builds trust, rapport, and meaningful connection. Core Conversations play a vital role in employee engagement and retention by helping supervisors lead their teams more effectively.

The best practice for 1:1 meetings is to conduct them with direct reports on a monthly basis, and supervisors are encouraged to make these conversations work for the needs of the team and individual. Each quarter, one of these meetings should focus on the CC theme for that quarter.