REFLECT Frequently Asked Questions

Why REFLECT?

Everyone's professional development path is different. Something that is easy for you may be hard for someone else. And vice versa.

That's why we need to step back every once and a while to consider where we have been, where we are going, and how to get there. We also need to confirm or update our expectations for a job.

ENGAGE helps us step back from the day-to-day to see how we are doing in a month.

The logic behind REFLECT is similar. Taking the time once a year to step back to see the big picture helps you understand where you have been and where you are going. It also helps a supervisor and team member stay on the same page with expectations.

What is REFLECT?

REFLECT is simple. It is part of ENGAGE. REFLECT is the name for the ENGAGE conversation between a supervisor and team member that takes place once a year. The team member and supervisor both prepare for the conversation by answering a few questions. Both people use the questions to reflect upon the team member's professional development in the past year, his or her main responsibilities in current role, and goals for the coming year. They should refer to their ENGAGE notebooks to refresh their memories. They can keep copies of the notes with their informal ENGAGE notebooks.

A REFLECT conversation will take a bit longer than your regular monthly ENGAGE conversations. You will have more ground to cover. Expect some more preparation time as well as about 30-45 minutes for the conversation itself. The exact time will depend upon the role.

When to REFLECT?

A team member's REFLECT conversation will take place once a year. It will take place during the anniversary month in which the team member was hired for their current position.

For example, if you started in your current role in March, then you will have your REFLECT conversation in March.

Supervisors will be able see a team member's anniversary date on the ENGAGE tracking tool.

We will start REFLECT in January 2019.

Where are the REFLECT notes filed?

The supervisor and team member can both keep copies of both their questions and answers.

Since they are part of ENGAGE, we encourage you to keep them with your ENGAGE notebook.

You should NOT file such notes in official personnel or performance files.

The only exception will be those divisions that need documentation for accreditation purposes (i.e. parts of DSS, DMH, and DPS).

What should I do with the REFLECT notes?

We encourages all supervisors and team members to keep a copy of their questions and answers.

The REFLECT notes will provide a useful reference in preparing for ENGAGE conversations during the year. For instance, supervisors can use them like other ENGAGE notes and a reminder of development goals.

Team members may also want to share REFLECT notes with new supervisors to help speed up the transition.

Do I record this REFLECT meeting the same way I record the normal monthly meetings?

That's up to you. Remember ENGAGE is to help you. Feel free to take whatever notes you find helpful to you.

As a supervisor, how will I know my team member's anniversary month?

You can find the month that each team member was hired into their current position in the ENGAGE tracking tool. The month will appear next to the team member's name.

You can direct any questions about the timing of an anniversary date to your Human Resources office.

As a supervisor, how do I confirm that the REFLECT discussion has taken place?

Use the ENGAGE tracking tool. This is fast and easy. Pretty much like you do today with monthly ENGAGE meetings, you can mark that you held a REFLECT conversation.

What if my anniversary month isn’t until December?

If your anniversary date is late in 2019, you likely will want to discuss your development goals with your supervisor earlier in the year. You can use one of your regular ENGAGE conversations. Discuss with your supervisor and decide what is best for you. No matter what, your annual REFLECT discussion may include more than 12 months’ worth of information and experiences. That is ok.

What if the team member and supervisor have different opinions about the team member’s accomplishments and challenges over the past 12 months?

This should be rare. Regular ENGAGE conversations should keep you both on the same page. That said, you may not always agree on every detail. In situations like this, we expect both sides to listen to one another and update their REFLECT notes. Both supervisor and team member can keep copies for reference. The notes, though, do not become part of an official HR file.