

# 90-Day Check-In Meeting Guide

90-day check-in meetings are conducted to help managers understand why team members stay and what might cause them to leave. In an effective 90-day check-in meeting, managers ask standard, structured questions in a casual and conversational manner. Most check-in meetings take less than a half an hour.

## Opening the Meeting

To open the 90-day check-in meeting, a manager may use the following (or similar) statements:

- » I would like to talk with you about the reasons you stay with our company, so I understand what I might be able to do to make this a great place to work for you.
- » I'd like to have an informal talk to find out how the job is going, so I can do my best to support you as your manager, particularly on issues within my control.

## Questions

The following are questions you may ask during a 90-day check-in meeting. You should have several open-ended questions on hand. It's important to listen and gather ideas from the team member about how you and your organization can retain him or her.

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| » What do you look forward to when you come to work each day?       | » What talents are not being used in your current role? |
| » What do you like most or least about working here?                | » What would you like to learn here?                    |
| » What keeps you working here?                                      | » What motivates or demotivates you?                    |
| » If you could change something about your job, what would that be? | » What can I do to best support you?                    |
| » What would make your job more satisfying?                         | » What can I do more of or less of as your manager?     |
| » How do you like to be recognized?                                 | » What might tempt you to leave?                        |

## Closing the Meeting

To close the 90-day check-in meeting, summarize the key reasons the team member gave for staying or potentially leaving the organization, and work with the team member to develop a stay plan. Be sure to end on a positive note.

### Examples of closing statements include:

- » Let me summarize what I heard you say about the reasons you stay at our company, as well as reasons you might leave. Then, let's develop a plan to make this a great place for you to work.
- » I appreciate you sharing your thoughts with me today. I am committed to doing what I can to make this a great place for you to work.