



## Nahla Summers Coaching – Appendix 7 from the Culture of Kindness book.

<b>Performance Criteria Guideline – A Culture of Kindness – Please read the book for further instructions</b>			
<b>Area</b>	<b>Criteria</b>	<b>Discussion points</b>	<b>Actions if any (for who)</b>
General	How are you? What is going on right now for you? Things you are enjoying? Challenges in life?		
	Do you have plans for the future that you are looking forward to? If not what might you like to do. (This should also be discussed in the context of overall life if the person wants to share)		
	What can the company do differently to support you as a person?		



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Organisational Morals	What are the Organisational Morals? Lets discuss if they are all still relevant?		
	Choose one moral and discuss how you have been implementing that in the workplace?		
	Choose one moral and discuss how you have been implementing that in the workplace?		



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	What acts of kindness have you been conducting into your life and routine? How does that effect you?		
Energy	What action do you or have you been doing to take care of your overall health/energy levels?		
	What support can we give you in your health?		
	What is your future plan to support your overall health?		



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Emotions	How have you been working on with regards to accepting and understanding your emotions?		
	What do you find effects you the most and have you investigated why that is?		
Values	What are your values and your mission statement?		
	Do they still feel relevant?		



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	How do you remind yourself of these on a regular basis?		
Your roles	Lets discuss your current roles in life? What are they are?		
	How do currently manage adapting between the roles?		
Time Management	What tools have you been using to manage your time?		
	What do you think you can do to improve your time management?		



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	How do you think you support your team with your time management		
Motivation	What techniques do you use to keep yourself motivated?		
	What could the company and I do to support keeping you motivated?		
Confidence	On a scale of 1-10 how do you feel that your current confidence level is about work and then also for yourself ?		



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	What can you do to improve that number if applicable?		
	What can you do to support others in your team with there confidence level?		
Your mental health	What techniques do you use to positively impact your mental health?		
	What can the company put in place to positively impact yours and others mental health?		



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Listening skills	What have you learnt recently from really listening to someone?		
	How do you plan to improve your listening this month?		
Their shoes	When did you last use the 'putting yourself in there shoes exercise.		
	What did you learn from that experience		





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Acceptance	When have you ensure someone has been included?		
	How do you bring inclusivity and diversity into your day to day work so it becomes embedded without effort?		
Communication Skills	What type of communicator have you been lately, Direct, supportive? How is that working for you?		
	How do you plan to challenge your communication skills over the coming months?		



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Influence: persuading others.	How have you had to persuade others lately?		
	What did you learn from that experience?		
Inspirational leadership:	How have you shared your vision with the team.		
	How do help deliver the company vision		



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Developing others	Give an example of where you have supported someone else in sharing knowledge, skills or feedback?		
Change catalyst	Where you believe there is a change that is required and why?		
	Discuss how you believe that can happen		
Conflict management	When have you recently settled disputes and difference of opinions lately?		



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	What did you learn from that experience?		
Building bonds	How have you been building networks?		
	What have been the challenge that you have overcome with regarding to networking?		
Teamwork and collaboration	How have you been working well in a team recently?		



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	What did you learn in that process?		
Gratitude	How do you give gratitude each day		
	Is there other ways you think you might try and what works for you that you would like to share with me or/and the team.		
Trust	How have you built trust or lost trust with someone lately?		



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	What did you learn from that experience?		
Integrity	Where have you been able to demonstrate excellent integrity?		
	What did you learn from that experience?		
Empathy	Where have you demonstrated excellent empathy		



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	What did you learn from that experience?		
Time	Give an example of when you have really given someone your time?		
	How did that feel? What did you learn from that experience?		
Connection	When have you worked on a making a connection that didn't work out?		



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	What did you learn from that experience?		
Courage	When did you really test your courage and so something out of your comfort zone?		
	What will you do from now until our next review to challenge your courage		
Reverse Mentoring	What reserve mentoring have you completed this review period		





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	What did you learn from that?		
	What will you next review period?		