

2020 Halftime check-in FAQs

1. How are we completing halftime check-ins this year?

This year, we are transitioning to an online process by using a “Check-in form” in Workday to make check-ins easy, more streamlined and transparent for everyone.

2. How does the process work in Workday?

- You and your manager will each enter mid-year feedback about your performance in the “**shared notes**” section of the Check-in form in Workday. Feedback in the shared notes section will be visible and can be edited by you both.
- To preserve your original feedback and prevent it from being accidentally deleted or edited during the process, you are encouraged to enter it in the “**my notes**” section of your form or save it in a Word document.
- Associates and managers are the only people who have visibility to feedback in the shared notes section.
- Final mid-year shared notes will remain visible in the system and available to you for your end-of-the-year evaluation.

3. I'm locked out of Workday. How do I get back in?

Please contact the IT Service Desk at 877-496-3225 or go to <https://frontdoor-myit.onbmc.com> and search Workday. From there, within the Request People Team option, select Request Now. Fill out and submit your request for Workday assistance.

4. How will my manager provide feedback on my performance when I've worked from home for three months this year? Will there be any differences to past practice?

Whether working in an office, in the field or at home, your manager has kept himself/herself informed of your daily work and progress throughout the year. With that knowledge available, both you and your manager can contribute feedback on your performance as part of our Performance Management halftime check-in process.

5. Should we solicit feedback from our teams and/or peers to get a holistic view of our halftime performance?

Halftime performances are intended to be less formal, so you don't need to gather feedback from others. Instead, halftime check-ins will let you know how you are trending and give you a strong sense for what is expected for the remainder of the year.

6. Can I opt out of the halftime check-in?

All associates are strongly encouraged to complete a halftime check-in by Aug. 31. Doing so gives you the opportunity to share your thoughts about your performance. Plus, you will gain a strong sense for how you're trending so far, along with what is expected for the remainder of the year.

7. What happens if I do not complete a halftime check-in?

Managers will share feedback on each of their associates in Workday. Therefore, you are encouraged to participate. Doing so gives you an opportunity to also provide input about your performance.

8. I joined the company within the last few months. Do I need to complete a half-time check in?

Everyone, regardless of when they joined the team, should know how they're trending and have a strong sense for what is expected for the remainder of the year.

Peak season is upon us and associates scheduled by Workforce Management are busy! Please check with your immediate supervisor to arrange time to complete your halftime check-in.

9. Do I need to rate my halftime check-in?

No. Associates and managers are not required to include a rating. However, everyone is strongly encouraged to use the ratings scale to discuss performance trends. The scale is included in the halftime check-in training materials provided [on our learning page](#).

10. I have had multiple managers this year. How will my first half of the year be reviewed?

The official Workday task for the halftime check-in will route to your current manager. However, you can partner with your current manager to ensure previous managers this year have a chance to provide input as well. This doesn't have to be anything formal - an email to request their feedback will work.

11. Are you providing any tools to support the halftime check-in process?

Yes. We have placed halftime check-in training modules [on our learning page](#). These modules will explain and support why we do halftime check-ins, why we use this process at Frontdoor, suggestions/ guidelines when holding halftime check-ins, and using Workday to complete the process. We've also created a stand-alone [Workday Job Aid](#) for everyone. Plus, our rating scale is also included in some of these materials.

12. Who can I connect with if I have questions?

Our People team will touch base periodically with managers to see how conversations are going, but feel free to reach out if you have questions. Associates can connect with their manager if they have questions.

13. I'm experiencing issues with materials and/or the learning page. Who should I contact?

If you have issues with online support materials or accessing the learning page, please email aziz.khetani@ahs.com.