

Review Table

Type of review	Approach
Member review	Members identify key elements and skills involved in the job description, then carry out a preliminary reflective review using a scoring sheet. A second review is carried out with a colleague who challenges the individual, helping them to clarify their answers. The next step is to identify personal improvements, training requirements and personal targets for creating a personal development plan.
Coop Member and job competencies review	This approach identifies and separates out 'co-op member competencies' from 'job competencies'. This results in a 'Member Agreement' (a list of co-op member competencies that every member must fulfil). Job competencies are the vocational skills, knowledge and experience required for specific roles, and should be attached to each job description. Members and probationary members are assessed either by a colleague or sub-committee, and lack of competencies form the basis of training plans and new member induction procedures.
Buddy system	Each member has a 'buddy' colleague to support them – a bit like a personal HR worker. Like the personal review above, the member carries out a self-assessment review and discusses it with the buddy. The buddy then presents it and their recommendations to the board or a personnel team. Action points are agreed by the co-op while the buddy monitors progress, so that it's the co-op deciding improvement actions, rather than the member.
KPIs / Personal targets	Members are allocated Key Performance Indicators (KPIs) relating to their job role. Regular review meetings are held to assess performance against KPIs and discuss related issues. KPIs may be allocated to teams instead of individual members.
Personal review (peer listening process)	There are three elements to this process: <ol style="list-style-type: none"> 1. Annual: review of business plan and job descriptions 2. Monthly: 'group listening' session. The whole group listens whilst two members receive feedback, based on a 'Stop – Start – Continue' model. Feedback recipients have the option of offering a response at the end of the session, and of offering a further response at the beginning of the following month's session. 3. Monthly: each member has a one hour meeting with a buddy, reflecting on the previous group listening session, and any lessons learnt.
Member review with support of the personnel team	Co-op members receive a questionnaire from the personnel team every 18 months. The purpose of the questionnaire is for members to review each other's work. Each member is expected to complete a review of 75% of the membership. The feedback is anonymised and sent to each member who then meets with the personnel team and the training team to discuss how they feel about their workload, what training they might need, if they have other skills which the co-op might benefit from, amongst others. This information is fed into a training and development plan.