

Step 4: Regular Check-Ins

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While your primary responsibility is maintaining the overall relationship between the company and GAP, one of the ways to do that is ensuring satisfaction across their program(s). Once your program(s) have launched, the PEM's should ensure things are running smoothly which is easily done via regular check-ins with the program Champions and Advisors (separately, to ensure they have a safe space to share what's working, what's not, and escalate issues).

The HBA will in future look to automate these check-ins via pulse survey, but they can be easily handled via direct email. It is recommended to check in more regularly in the first 3 months of the cohort, followed by quarterly.

Below are some suggested questions, which can be modified/tailored as needed. Ultimately the goal is to gauge how things are going (not just on the surface), proactively identify challenges, problem solve, or escalate major issues outside your level of comfort to HBA staff.

- Is all going well with the [Advisors or Champions]?
 - Is there involvement with the Executive Sponsors? Are there opportunities to engage them more?
 - How is the engagement and participation of the cohort Ambassadors?
 - Are the workgroups experiencing progress and/or challenges with their initiatives?
 - Are there any HBA offerings or components you're interested in connecting with or hearing more about to enhance your experience?
 - Is there anything else that HBA could do to support you?
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