

Strong professional relationships depend on engaging in four key conversations on a consistent basis. Creating honest and effective conversations enables leaders to find common ground, increase engagement and build trust and collaboration. With a little bit of planning and structure, these conversations will provide a platform to obtain invaluable information, understand our employee’s needs & aspirations and help our organization to be successful.



REGULAR 1x1s	PERFORMANCE MANAGEMENT
<p>OBJECTIVE Establish rapport and create the foundation for a positive relationship</p>	<p>OBJECTIVE Promote communication and provide useful feedback about job performance on a regular basis</p>
<p>VALUE</p> <ul style="list-style-type: none"> • Allows leader to coach and provide guidance • Creates a dialogue to address issues or concerns • Improves productivity through discussion about goals & forward-thinking planning <p>86% of highly engaged organizations conduct 1x1’s between managers and employees</p>	<p>VALUE</p> <ul style="list-style-type: none"> • Grows and develops employees through goal execution and attainment • Encourages self-reflection and uncovers how employees perceive themselves & their impact • Supports other human resources processes like talent management, training and promotions <p>At least 50% of performance problems occur because of a lack of feedback</p>
<p>FREQUENCY: Bi-weekly</p>	<p>FREQUENCY: Semi-annually</p>
<p>SUGGESTED QUESTIONS:</p> <ul style="list-style-type: none"> • What were your work and non-work highlights since we last met? • How are you tracking and feeling about your goals/ metrics? • What is one thing I could experiment with doing differently going forward to help you more? 	<p>SUGGESTED QUESTIONS:</p> <ul style="list-style-type: none"> • Where have you made the most impact? What challenges have you encountered? • How would your key stakeholders describe your performance? • What support or additional feedback can I provide to help you be successful?
<p>TIPS</p> <ol style="list-style-type: none"> 1. Create a regular meeting schedule 2. Actively listen & ask open-ended questions 3. Set and track goals 	<p>TIPS</p> <ol style="list-style-type: none"> 1. Collect stakeholder feedback through the review period 2. Communicate feedback in 1x1s 3. Be transparent and collaborative

CAREER DEVELOPMENT	STAY INTERVIEW
<p>OBJECTIVE Understand employees' goals and future aspirations</p>	<p>OBJECTIVE Expose factors that may contribute to an individual considering leaving the organization</p>
<p>VALUE</p> <ul style="list-style-type: none"> • Fosters better communication and enhances organizational career decisions • Provides feedback and guidance to help employees' reach long term career aspirations • Increases employee engagement <p>61% of adults seek career development when considering job opportunities</p>	<p>VALUE</p> <ul style="list-style-type: none"> • Increases trust and improves employee engagement • Identifies the learning, skill development or experiences that are important to the individual • Improves the work environment <p>75% of employee turnover can be prevented</p>
<p>FREQUENCY: Semi-annually</p>	<p>FREQUENCY: Annually</p>
<p>SUGGESTED QUESTIONS:</p> <ul style="list-style-type: none"> • How would you like to make a bigger difference/ contribution over the six months/next year? • What does ultimate success look like for you three years from now? • To reach the next stage in your career, what knowledge and skills are you lacking? 	<p>SUGGESTED QUESTIONS:</p> <ul style="list-style-type: none"> • When you travel to work each day, what things do you look forward to doing? • What are you learning here? • What can I do to make your experience at work better for you?
<p>TIPS</p> <ol style="list-style-type: none"> 1. Set an agenda in advance and include key questions you'll ask 2. Pick a creative space or different area [if possible] then where performance meetings happen 3. End meeting by recapping what the employee is accountable for and task them with scheduling the next career conversation 	<p>TIPS</p> <ol style="list-style-type: none"> 1. Get personal. Conversation needs to target the personal side of the employee 2. Listen 80% of the time and probe to learn more 3. Express your appreciation for the employee