

## FACE to Face Conversation Tips For Employees

	Do...	Avoid...
Feedback	<ul style="list-style-type: none"> <li>• Be approachable</li> <li>• Listen to understand</li> <li>• Be open minded</li> <li>• Be specific; use examples</li> </ul>	<ul style="list-style-type: none"> <li>• Acting defensive</li> <li>• Not taking responsibility</li> <li>• Blaming others</li> <li>• Using “always” and “never”</li> </ul>
Ask Questions	<ul style="list-style-type: none"> <li>• Actively listen without interrupting</li> <li>• Ask questions when things aren't clear</li> <li>• Ask for specific examples</li> <li>• Talk about what you need to do your job</li> </ul>	<ul style="list-style-type: none"> <li>• Interrupting or finishing someone's sentence</li> <li>• Jumping to conclusions</li> <li>• Thinking about how you will respond while the other person is talking</li> <li>• Making assumptions</li> </ul>
Conversation	<ul style="list-style-type: none"> <li>• Actively participate in the conversation</li> <li>• Value different points of view</li> <li>• Communicate in a professional manner</li> </ul>	<ul style="list-style-type: none"> <li>• Holding things back</li> <li>• Dodging uncomfortable issues</li> <li>• Minimizing your contribution</li> <li>• Only participating when you disagree</li> </ul>
Explore Options	<ul style="list-style-type: none"> <li>• Take the initiative and offer suggestions</li> <li>• Create mutually agreed upon actions and time lines</li> <li>• Be realistic</li> <li>• Discuss professional development needs</li> <li>• Offer solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Ignoring problems</li> <li>• Being resistant to change</li> <li>• Comparing yourself to other employees</li> <li>• Dwelling on the past</li> <li>• Being closed minded when exploring solutions</li> </ul>