

FACE to Face Conversation Tips



	Do....	Avoid...
Feedback	<ul style="list-style-type: none"> Express feedback in a constructive manner Use specific objective statements, behaviors or metrics Describe how actions/behaviors have a positive or negative impact Share how these behaviors matter to you, the team and the organization Provide timely feedback at an appropriate time and place 	<ul style="list-style-type: none"> Being vague or too general in your feedback – “You’re doing great” Using absolute expressions (utilizing words “always” and “never”) Using offensive or discriminatory language Being defensive Providing corrective feedback in public
Ask Questions	<ul style="list-style-type: none"> Actively listen without interrupting Demonstrate openness to questions Communicate in a clear, professional and easy to understand manner Inquire about your employee’s future professional goals Gain clarity and validate your understanding 	<ul style="list-style-type: none"> Interrupting Using condescending, aggressive or closed body language Jumping to conclusions or finishing someone’s sentences Mentally thinking about how you will respond while the other is talking Assuming that your understanding is the same as the other person’s
Conversation	<ul style="list-style-type: none"> Acknowledge the employee’s contributions and positive efforts Explain how the behavior affects the performance Solicit input and gain agreement with goals, expectations and objectives Engage in frequent dialogue Be respectful in your word choice 	<ul style="list-style-type: none"> Being the only one talking Sending mixed messages Dodging uncomfortable issues Being the only one generating ideas Waiting to have the conversation until you’re frustrated with performance
Explore Options	<ul style="list-style-type: none"> Encourage the employee to find solutions to sustain or improve performance Identify resources to sustain or improve performance Express your support for any agreed upon action plan Create mutually agreed upon time lines Be realistic 	<ul style="list-style-type: none"> Coming up with the solution on your own Using training classes as the only solution for growth and development Utilizing the same solution for all employees Seeing just one side of the issue Being closed minded when exploring potential solutions