



## FACE Tool for Summarize Performance Conversations

### Tips for Employees: Using Clarifying Questions to Get the Most Out of Your FACE Conversations

The FACE of Performance model is based on continuous, ongoing conversations between employees and supervisors that keep us focused on achieving our organization's goals. We all need to know what we are doing well and how we can improve. There are times that we may be seeking more feedback, clarity around our supervisor's expectations, advice, etc.

Here are some examples of questions that you may find helpful during your FACE conversations.

Use questions if:	Sample Questions
<b>You are looking for feedback</b>	<ul style="list-style-type: none"> <li>• What do you think is going well?</li> <li>• What do you think I could have done better?</li> <li>• What do you see as my strengths? In what areas do I need to develop?</li> <li>• What do you think I should focus on in the next quarter?</li> <li>• What could I do differently?</li> <li>• What could I do more of?</li> <li>• What could I do less of?</li> </ul>
<b>You are not clear about your supervisor's expectations</b>	<ul style="list-style-type: none"> <li>• What are your expectations?</li> <li>• What would you like to see happen?</li> <li>• How do you see that working?</li> <li>• Can you give me an example?</li> <li>• What would that involve?</li> <li>• How long do you think it will take?</li> <li>• What would be the outcome?</li> </ul>
<b>You would like your supervisor's advice</b>	<ul style="list-style-type: none"> <li>• What has worked for you in the past?</li> <li>• Have you experienced anything similar? What did you do?</li> <li>• Do you think this would work?</li> <li>• What would you think about...?</li> <li>• Is this something that you think will work well?</li> <li>• Do you have any concerns about this?</li> </ul>
<b>You want to check your understanding</b>	<ul style="list-style-type: none"> <li>• So what you are suggesting is...? Have I heard you correctly?</li> <li>• Is that what you think is the best option?</li> <li>• I think what we have decided is...? Is that correct?</li> </ul>