

FACE to Face Conversation Tips For Employees

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