



Tools for Crucial Conversations

Objectives

By the end of the session, participants will be able to:

- Identify their responsibility in holding Difficult Conversations
- Identify effective methods for delivering feedback and improving performance

Crucial Conversations – Top 8

- 1) Poor Performance
- 2) Personality differences
- 3) Disciplinary actions
- 4) Change in job responsibilities
- 5) Accountability and setting expectations
- 6) Gossip and breach of confidentiality
- 7) Attitude
- 8) Personal hygiene issues

Benefits and Consequences:

- 1) What are the potential consequences of avoiding difficult conversations?
- 2) What would improve if we have the courage to address these issues?

Potential Consequences of Avoidance:

- 1) The problem will continue to occur and affect the work environment negatively
- 2) Productivity will be impacted
- 3) Low morale

Improvements by Addressing:

- 1) Associates are aware of the expectations and accountability of each team member, making the workplace a level environment
- 2) The workplace will become more fluid and less disruptive, leading to greater productivity
- 3) Increased retention



Tools to Help - Feedback

1. State what you observe.
2. Listen.
3. Remind them of the goal.
4. Problem solve together.
5. Agree on the best solution.



Feedback Activity

Scenarios

1. There are dedicated smoking areas outside your building. Smoking near the public entrance is not allowed. As you are walking through the parking lot returning from lunch, you see Chris putting out a cigarette near the public entrance and then going back inside. You need to talk to Chris.
2. You are the supervisor of a customer service team. You asked your customer service rep, Morgan, to immediately send updated information to a customer for her review. The next day, you are chewed out by your customer for not sending her the information. You decide to talk to Morgan.



Wrap Up



That's all Folks!