

# FACE to Face Conversation Tips



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