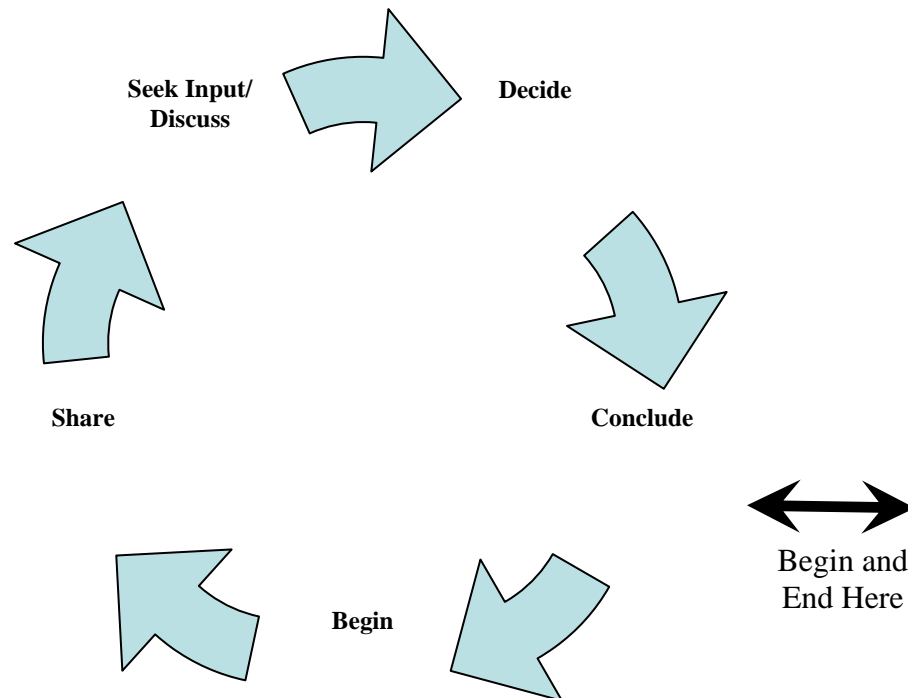


Talking with Employees

The Conversation Process

On-going and clear communication is fundamental to being an effective supervisor. Having an outline, or conversation process, can assist you in having effective and productive discussions with your employees. Below is the University's recommended process.



Begin: Begin by summarizing the topic of the conversation and its potential impact on or to the individual, the team, and the organization.

Example: Hi Jack. Come in and have a seat. I wanted to speak with you today about TEAM X, a new team we're forming and how I think that team will impact your work, the department, and our organization.

Share: Ask for and share information about the topic, identifying any issues and concerns that arise.

Example: What you know about Team X? (Listen and respond accordingly – either acknowledge Jack's understanding of the team or correct it). Do you have any particular issues or concerns about the work of the team and how it may impact you? Why do you feel that way?

Seek Input/

Discuss: Ask for and discuss ideas related to Team X, including required resources.

Example: How do you think the Team can best achieve its goals and what resources do you think it will need? What success measures should the team use? Will you be able to assist the team, if necessary?

Decide: Decide on a plan for achieving and measuring success, noting actions and contingency plans if appropriate.

Example: So, we agree on the following: (summarize based on the responses to the previous questions).

Conclude: Summarize decision and state your confidence in the ability of the person. Re-enforce your commitment to the task. Follow-up, as appropriate.

Example: So, let me summarize what I think I heard you say today, regarding the work of Team X. I want to capture your ideas so I can forward them to the right people. (Summarize accordingly) Thanks for your input. I appreciate it.