A 'HOW TO' GUIDE FOR CRITICAL CONVERSATIONS

Rehmann

Navigating employee issues can be difficult and if not addressed, they can have a negative impact in many areas: Client satisfaction, Employee morale, teamwork and productivity, liability, and turnover or absenteeism. It can be challenging to approach these situations in a way that allows you to reach the finish line successfully.

BUILD TRUST
Create a safe environment so that the employee feels more comfortable to discuss what is really going on

COLLABORATE INSTEAD OF CONFRONT
Ask employees to identify the problems and find solutions, rather than tell them what the problems and solutions are

CREATE A FEEDBACK CULTURE
Foster an environment where challenging conversations become the norm

BE HUMAN
Showing vulnerability and concern goes a long way

BE CANDID
Provide honest and constructive feedback that genuinely helps them grow, without sacrificing empathy and respect

FOCUS ON THE BETTERMENT OF THE TEAM
Focus on the collective whole of the team and remove personal biases or assumptions