

HOW TO HANDLE TOUGH CONVERSATIONS



TEAM is an easy to use tool which helps you give specific constructive feedback to a team member. It can be used in the moment for quick corrective feedback on a minor issue or to help you plan a more robust conversation dealing with a more significant issue.

PREPARE

- Make sure you're in the right headspace to have the conversation.
- Be confident.
- Use the TEAM planner to help you prepare.

1 TELL

- TELL them the behaviour that you've seen or heard
 - Be specific
 - Use examples
 - Don't rely on hearsay
- "I've noticed over the past 2 weeks you've been late in the office 4 times ..."*

3 ASK

- ASK questions to uncover the core reason for the behaviour
Ask what they could do differently going forward:
- Ask first, then tell
 - Listen actively
- "What's been going on?"*



REINFORCE

- Focus on the fix
- Give positive reinforcement
- Give feedback regularly

2 EFFECT

- Explain the EFFECT the behaviour is having on their performance, the team or their customers.
- "... this is affecting the team because they are having to cover you until you come in."*

4 MAKE A PLAN

- MAKE A PLAN agreeing on the actions they will take.
Make sure ACTIONs are:
- Achievable
 - Clear cut
 - Time bound
- "What can you do to ensure it doesn't happen again?"*
"Ok, so what we agree is ..."