



Conversation Strategies with Employees

1



Start with Understanding

"I'd need to hear your perspective. Can you walk me through what happened?"

2



Stick to Observations

"I noticed the report was submitted after the deadline on Monday, and the client flagged it in their review."

3



Use 'I' Statements

"I was caught off guard not being in the decision. I want to stay aligned moving forward."

4



Acknowledge Emotions

"It sounds like this situation has been frustrating for you. I get why you'd feel that way."

5



Shift to Solutions

"What do you think we can do to prevent this from happening again?"