



# 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?"*