

Structured conversation

EMPLOYEE:

MANAGER:

Purpose

- Open the discussion
- Set the context
- Confirm the agenda and timings
- Build rapport

“

Reality

- Explore the current situation
- What has gone well?
- What can be improved ?
- How do you feel?
- Include your input and summarize

“

Planing

- Establish any performance gaps/issues
- Discuss how are they/we are going to fill the gap?
- Seek their opinion for solutions

“

Action

- Gain commitment to action
- Confirm goals/actions
- Confirm they are happy with the plan?
- Confirm any support required

“

Review

- Close the discussion
- Agree action plan
- Set the next follow up

“