

# Necessary Conversations



Tool to help managers prepare for conversations that help realign employee behaviors with the desired company experience

## Instructions

1. Schedule a time with the employee that will be uninterrupted (5 to 10 minutes at most).
2. Script the conversation ahead of time using the form below.
3. Rehearse your talking points so you're comfortable with what you're going to say and aren't reading from the tool during the conversation.
4. Deliver your message calmly and objectively. Avoid letting personal emotion influence your body language or tone of voice.
5. Be timely. Have the conversation within a couple of days when the event happened.

<b>1</b>	<b>Make it about the VALUES.</b> As part of the experience we are looking to deliver, we are all committed to: <i>[Insert value or behavior.]</i>
<b>2</b>	<b>Stick to the FACTS.</b> On [day/time], I saw you: <i>[Insert description of what the individual did.]</i>
<b>3</b>	<b>Share the IMPACT.</b> The potential impact of this action is: <i>[Insert potential impact(s) on the individual, other employees, customers or the business.]</i>
<b>4</b>	<b>Plan for the FUTURE.</b> Based on that, what do you think you might do differently next time? <i>[Let them answer and also be prepared with what you'd like them to commit to doing.]</i>
<b>5</b>	<b>Say THANK YOU.</b> We all fall short at times. Thank you for being open to working on this behavior.