

A light blue silhouette of a world map is centered in the middle section of the page, serving as a background for the main title.

Honest Conversations

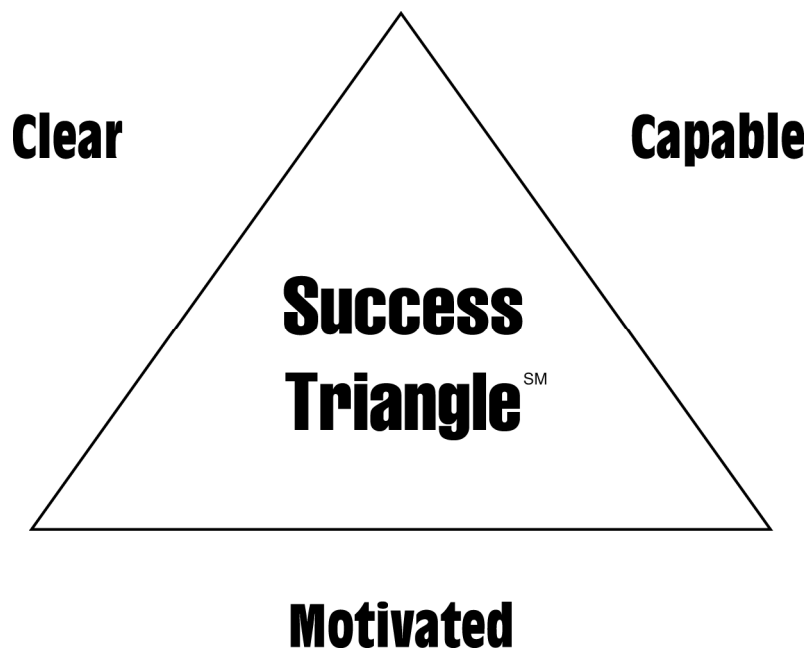
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Honesty in Conversations

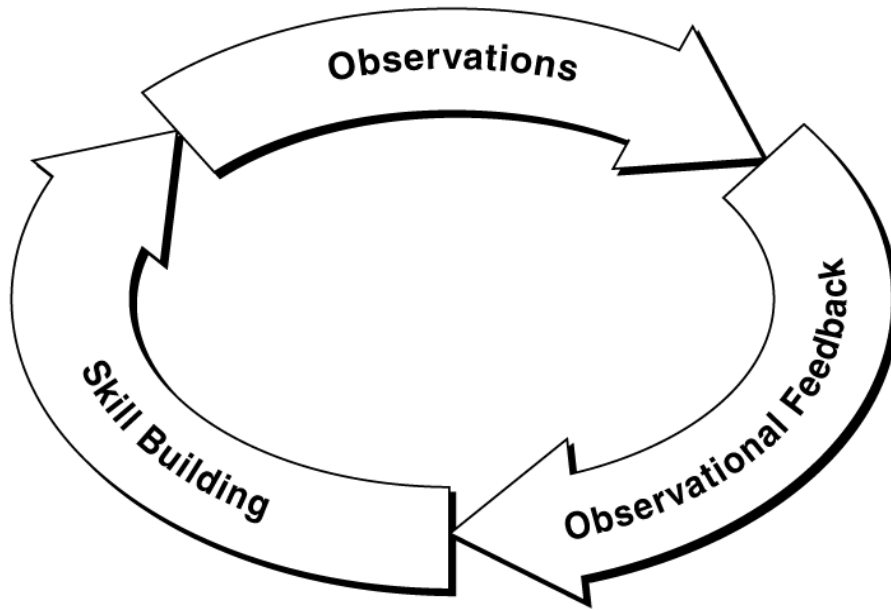
Does not mean you have to be _____.

The goal is to build _____ and improve performance
_____.

Most people appreciate candid, honest _____.



Gathering and Analyzing Data for the Observation



Conducting the Observation

Really pay attention to the micro-details of the observation so you can provide feedback for improvement.

There are four items to look for during an observation:

- **Positives and Proven Best Practices**

- **Sins of Commission**

- **Sins of Omission**

- **Style**



Observational Feedback

Be sure to offer feedback immediately following the observation. If you are not able to do it immediately, schedule a time to deliver your feedback.

There are four steps to providing Observational Feedback.

1. Obtain the employee's perception of their performance

2. Provide your perception of what you observed

3. Reach a consensus on feedback and skill building needs

4. Reach a consensus on how to improve the employee's skills



Coach's Attitude

Irritation Triggers

- Finishes your sentences
- Personal attack
- Profanity
- Knows it all
- Is not listening
- Becomes demanding
- Places blame on others



Irritation Triggers Workshop

Creating Receptivity

What

How



Handling Challenging Situations

Recognize the Behavior Exists

Determine the Cause

What other causes might exist?

Clarify, Respond, Confirm

Create Solutions and Action Plan





Scriptwriting Clinic

- Excessive Tardiness the last three weeks
 - Determine the cause is construction on route to work.
- Excessive Personal Phone Calls
 - Determine the after-school care provider quit and the oldest child (age 13) is now watching the siblings after school.

Recognize the Behavior Exists

Determine the Cause

Create a Plan for Improvement



