

Painless Performance Conversations Worksheet

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| Discussion with: | |
| Date/Time | |
| Explain the situation <ul style="list-style-type: none"> • What are the facts? • What is the impact of the situation? • Remember: Be concise! | |
| Listen and probe <ul style="list-style-type: none"> • What open-ended questions will you ask to encourage the employee to share his or her perspective? • What reaction do you anticipate from the employee? | |
| Find agreement <ul style="list-style-type: none"> • What will you ask to define the change that needs to be made? • How can you be sure not to force a solution on the employee? | |
| Discuss alternatives <ul style="list-style-type: none"> • What open-ended questions will you ask to encourage the employee to offer alternatives? | |
| Agree on next steps <ul style="list-style-type: none"> • What open-ended questions will you ask to clarify your agreement with the employee? | |
| Express confidence <ul style="list-style-type: none"> • What will you say to convey your confidence in the employee's ability to address the issue? | |