

MANAGER CONVERSATIONS

THE WHEN AND WHY



PRC

POWERS RESOURCE CENTER
CREATING A CULTURE OF CONNECTION

TRAINING

BRAND NEW TO THE TEAM OR COMPANY

NEW PROCESS

NEW CLIENT

GOAL: TO TEACH, DEMONSTRATE, MODEL

FEEDBACK

BEHAVIORAL CHANGE NEEDED
(attitude, teamwork, communication)

PERFORMANCE ISSUE
(not meeting expectations, missed deliverables and goals, client complaints)

RECOGNITION
(behavior you want to see continue)

GOAL: TO CORRECT, ADJUST, RECOGNIZE

ACCOUNTABILITY

USUALLY FOLLOWS FEEDBACK CONVERSATION

CAN LEAD TO ANOTHER FEEDBACK CONVERSATION

GOAL: TO HELP THEM OWN IT

COACHING

LEARNING OPPORTUNITY

CONFIDENCE ISSUE
CAREER DISCUSSIONS

DELEGATION

CAN PREFACE FEEDBACK

GOAL: TO ACTIVATE (their mind, motivation, executive functioning, self solving skills)

FOLLOW UP

MAINTAIN MOMENTUM

DEMONSTRATE CARE

ENGAGE

KEEP A PULSE ON PROGRESS

GOAL: TO BUILD TRUST & COMMUNICATION