Appendix 6 - Conversation starters

Here are suggestions for managers of how to start conversations on different themes.

Discuss objectives and job duties

With looking back lenses
- What accomplishments are you most proud of over this past year?
- What impact did your work have? (on people, programs, organizational priorities, etc.)?
- What strengths did you use, what strengths were developed, and what were the lesson’s learned?
- What have you found challenging or difficult?
- What is your one takeaway from this year?

With present moment lenses
- How are you doing with completing XYZ objectives or job duties? What have you accomplished so far?
- What are you finding challenging?
- What do you need to progress with key objectives or certain duties?
- What barriers are preventing you from achieving your goals?

With future looking lenses
- What actions will you take to meet your objectives?
- What most needs your attention in a short, medium and long term to meet your objectives?
- What will you need to accomplish your objectives?

Encourage successes
- In your perspective, what is going well? What was a success in XYZ?
- Recognize the achievement and allow them to elaborate

Invite the person to develop self-awareness
- Is there anything you would do differently?
- What will you do to improve on________?
- How are you doing with competency XYZ?
- What strengths are you using that is helping you to do XYZ?

Ask how you can support better your teams
- What’s one thing that I am doing to support you that’s working well?
- What could I do to support you more/What could I do to work better with you?
- How can I help remove some barriers?
- What do you need?

Employees can ask
- What are the team priorities right now?
- How can I align my deliverables to support these priorities?
- What am I doing well?
- What could I do differently to have even more impact?