Strengths-based Leadership Worksheet:

Discussing Performance Concerns

# BEGIN BY REFLECTING

What is my goal of this conversation?

What is the specific observable behavior that is of concern?

How does this relate to the overall goals for our team and organization?

What else might be going on here that is contributing to this behavior?

What don’t I know about the situation?

# PREPARE FOR THE DISCUSSION

What I will say to start the conversation:

If I need to get more direct, I will say:

When they say something I disagree with, rather than argue I will say:

Rather than giving advice, I will ask:

Other powerful, open-ended questions that might come in handy are:

# ENGAGE USING ACTIVE LISTENING

* Reflect back what is said in order to check for understanding and allow them to clarify
* Listen to their response
* Watch for nonverbals
* Be curious
* Practice empathy

# CRITICALLY REFLECT AFTER THE CONVERSATION

What did I do well?

What strengths did I see in the other person?

What new information did we learn?

What additional questions arose?

What will I try differently next time?