

TOOL

LET'S CHAT!

It's more important than ever to be having 'more conversations, more often' to show some leader love and gauge how your team are feeling. Use the 'Let's Chat' tool as a guide to checking in on wellbeing and performance.



TIPS FOR A SUCCESSFUL CONVERSATION



BE PRESENT

A guaranteed connection killer is when it's obvious you are not listening or are distracted. To avoid this, choose an appropriate time for both of you. Turn off other distractions and if on a video call, have your camera on. Don't feel like all conversations have to be done via video, pick up the phone and make a good old fashioned voice call too. The key is showing you care by granting them your full attention.



USE VISUALS

Using visuals, via sharing your screen when appropriate, is a great way to help people visually understand things. For example, where they can find important information when not in the office. Visuals also help create space between you and the other person if the message is more challenging.



CREATE CLARITY

Seek to understand what expectations others have of you and then ensure you are explicit about your expectations of them. Clarity is Key!

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BE CURIOUS

CAPTURE RESPONSE

1. How you doing?

- How are you feeling?
- Working arrangements? Working/not?
- Are you feeling connected?
- Work relationships: How are they going for you?
- Annual leave planned?

2. What are you working on?

- Are you clear on what to work on?
- What progress have you made?
- How do you feel about your work?
- Work/life balance? Are you maintaining boundaries?
- Are there any barriers to your performance?

3. What's your thoughts?

- What's working well, what's not?
- Your biggest challenge/concern/risk factor?
- Ideas for improvement?
- Provide feedback: work and behaviour
- How do you feel about that feedback?

4. What do you need from me?

- How could I support you better?
Preferred frequency of communication?
- Ideally, what could I do more of, less of?
- Do we need to reset any boundaries?
- Do you have any skill gaps you need help with?
- Who else could you tap into for support?

LET'S DO THIS: OUR COMMITMENTS

DD/MM/YY

NAME:

LEADER: