

## **Questions to ask yourself before engaging an employee in the tough stuff**

### ***Consider your own needs***

1. Do I have the time to do this properly or I am pressuring myself to rush through this?
2. Am I responding to hearsay or speaking about known facts?
3. Am I in the right frame of mind to do this or should I be rescheduling for another day?
4. Am I considering my role in the situation or believing that I have no need to improve?

### ***Approach the issues with a solution-based focus***

5. Am I looking for solutions or just rehashing the problem?
6. Will this approach bring about new behaviour or focus on old behaviour?
7. Will this approach bring about long-term improvement or only short-term results?

### ***Explore possible effect on the employee and co-workers***

8. Am I seeing the bigger picture or just this particular situation?
9. Does the solution provide energy or deplete it for the employee?
10. Can I preserve the dignity of those involved or will someone be shamed or blamed?
11. Does this approach encourage the employee to take control and responsibility for their well-being and success or am I retaining all control?
12. Have I adequately addressed the fears and concerns of others or will I create unease by ignoring them?

### ***Help the employee achieve success at work***

13. Can the employee and I develop a shared plan for success or will we hold separate ideas of what success will look like?
14. Am I helping my employee be successful at work or am I focused only on either personality issues or task concerns?
15. Will I monitor and follow up or do I think one conversation will be the end of it?