

THE  
LEADER  
CENTRE  
CREATING EXCEPTIONAL LEADERS

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#DoLessToAchieveMore

# Questions

- ❖ What outcome did you want? What outcome did you get?
- ❖ What went well? What helped with that?
- ❖ What didn't go well? How come?
- ❖ What progress have you made? What helped with that? Why did it help?
- ❖ What stopped you? How can you overcome it?
- ❖ What were the highlights? What made them highlights?
- ❖ What was tough? Why was it tough? How did you overcome it?
- ❖ What made the biggest difference? How did it make a difference?
- ❖ What do I need to know? Why that?
- ❖ What can you do? What difference will that make?
- ❖ What's important? What makes it important?
- ❖ What are your actions ? Why those? What will you do now?

# Having Honest Conversations

What people want

1. Some control of the situation
2. For managers to have their back
3. To feel respected

# Do's

1. Ask for permission
2. Do it face to face
3. State what you know (stick to the facts)
4. Ask for people's opinion about what happened
5. Ask how they feel about it
6. Don't let people say they don't know
7. Show empathy
8. Acknowledge emotion
9. Ask for people's opinion on how to fix things
10. Agree a way forwards



# Don'ts

1. Give feedback on behalf of someone else
2. Include everyone when it's 1 person
3. Beat about the bush
4. Be aggressive /emotional / humorous
5. Do it by email
6. Judge and point fingers
7. Transfer them somewhere else
8. Assume anything
9. Ignore it



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**Creating Exceptional Leaders**

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