

Rule 20: Build Self-Esteem When Discussing Performance

Use the suggested model below in a role play to practice before having the “real” discussion with your employee. Have another leader role play your employee. Get feed back and suggestions on your approach.

Meeting Outline

- Open meeting in warm, meaningful way
- Explain purpose of meeting to discuss a concern around _____ providing details about the observed performance
- Ask for the employee’s view and listen
- If emotion moves the discussion off task, bring the conversation back to the issue asking for suggestions to the performance problem
- Negotiate a workable solution and prompt the employee to generate their solution
- Agree on a plan to correct the performance issue
- Agree on a date to review progress
- Hold the employee accountable to the performance improvement

Feedback from peer on practice role play:

