

Future proofing the
workforce

HR conference – 27 April 2015

Effective Conversations

The Foundation For Good Performance

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RUSSELL-COOKE | SOLICITORS

A workshop based upon

The Five Questions System



The ultimate performance conversation

By

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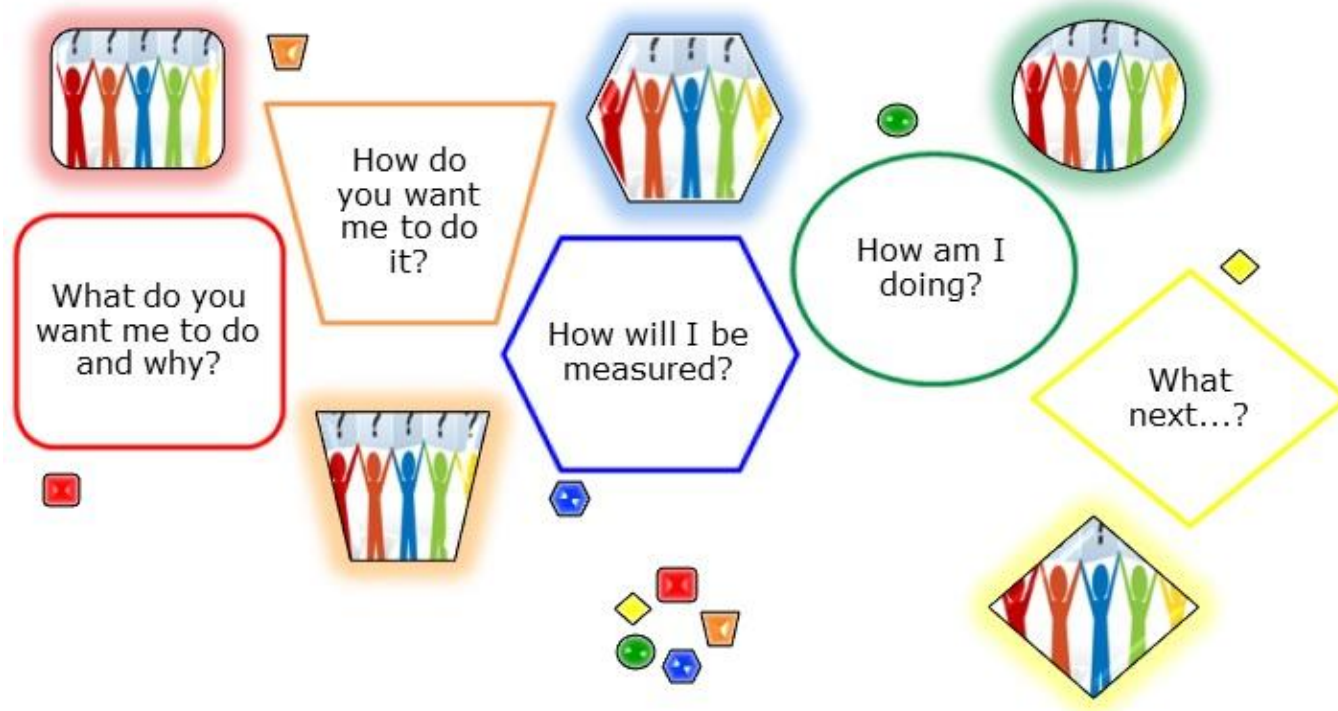
During the next 90 minutes...

- An insight into the 5 questions that every employee and volunteer needs to have the answers to in order to perform effectively
- Ideas on how to structure a conversation to focus on the 5 questions
- Techniques to manage conversations to achieve a good outcome

Line managers ask HR professionals to support them with



5 questions all employees want to have answered



Structure for an effective performance conversation



- Positive and purposeful opening
- Report on observations and consequences
- Explore the background and reasons
- Search for options and select best one
- Agree on future objectives and action steps
- Set up monitoring and support

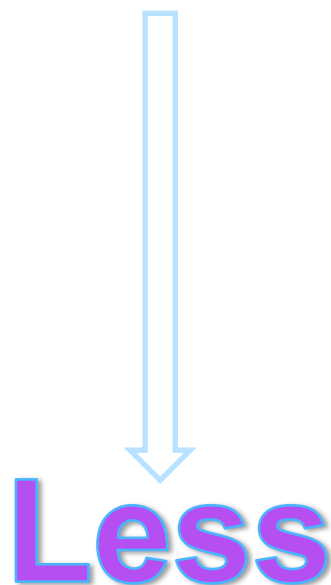
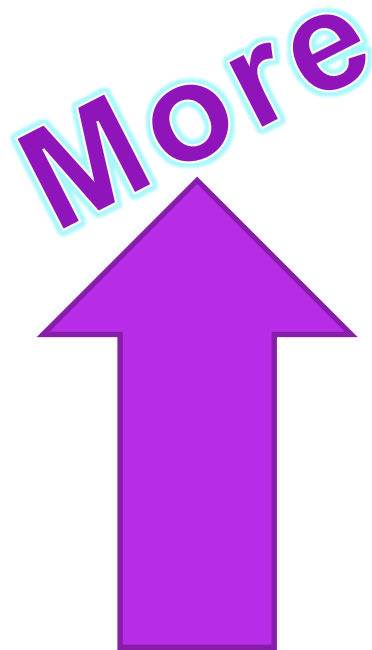
Plan your opening line...



- What outcome do you require from this conversation?
- Which parts of the outcome are negotiable? Which parts are non-negotiable?
- ***What will you say*** to open the conversation in a positive and focused way?



Continue



What outcome do you want?

Will

Guide

Delegate

Direct

Excite

Skill

Parent-adult-child

- parent mode – focusing on the past
- adult mode – focusing on the present
- child mode – focusing on the feelings



The Drama Triangle



Review and close

- Light bulb moments
- Key learning points
- Questions still remaining

