



# Professional Practice Support

## CRUCIAL CONVERSATIONS

Model the Culture (way we do things around here) – an environment of high expectations, fairness, empathy and support.

### Invitation for a conversation

On occasions that include;

Feedback of success or otherwise after a selection process, handling complaints, dealing with staffroom talk that may be unhealthy, or when the leadership has concerns about a person or group.

Use of a personal approach is recommended – not a note in a pigeon hole.

“I would like to catch up with you, when would be a good time?”

For the appointment, make sure you have scripted what you intend to say and have a third party present.

### On arrival

**Thanks for coming**

Name the situation

I need to talk with you about

- a conversation you ‘apparently’ had
- a complaint I’ve received
- the way the staff meeting unfolded yesterday
- things I’ve been hearing
- the panel decision

Then one of two choices

**Invite them to tell their story**      or      **Impart what you heard and ask for their story**

The story telling will involve self justification.

Then don’t seek to say they were wrong – RATHER something like;

**OK – I now understand that you had good intentions but maybe not so good application.**

Clearly articulate the impact – don’t talk about them.

**I’m not sure if you noticed that the impact was**

and it may not fit into our culture of high expectations, fairness, empathy and support.

- WAIT FOR THEIR RESPONSE (Don’t let conversation go too long)

**This is what I expect you to do because there are benefits for 1) you and 2) them.**  
**From now on I need you to**