

# The Opening

## Purpose · Curiosity · Invitation

Three things to do before you start the conversation.

### P Purpose

*What do you want to walk out of the room with?*

**AVOID** *“Tell them their work isn't good enough.”*

**USE** *“Understand what's going on, and agree together what needs to change.”*

YOUR PURPOSE:

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### C Curiosity

*What might I be missing?*

**HOLD THESE AS POSSIBLE — EVEN IF YOU DON'T BELIEVE THEM**

- Life outside work
- Boredom, or not stretched
- The brief was unclear
- Feedback hasn't landed
- You're part of the problem

THREE REASONS IT MIGHT BE GOING THIS WAY:

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### I Invitation

*How you actually open the conversation.*

**AVOID** *“I wanted to talk to you about some performance concerns.”*

**USE** *“I've noticed some things I'd like to talk through with you. I want to understand what's going on from your side, then figure out together what needs to shift. Is now a good time, or would later today work better?”*

YOUR OPENING:

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