

8

ESSENTIAL CONVERSATIONS LEADERS NEED TO HAVE WITH THEIR TEAMS



Launching company wide initiatives, or painting your corporate values on the wall might feel good, but a great company culture is built on ongoing conversations.

1 GOALS & PRIORITIES



Talk about your vision for the coming year that helps **connect your team** to a common and unifying purpose.

2 SOLVING PROBLEMS



Based on the 70:20:10 model, leaders can impact 90% of learning in **team discussions** to brainstorm and problem-solve, based on group ideas and experiences.

3 PROGRESS UPDATES



Annual reviews aren't enough to make adjustments in today's fast-paced environment. Try **social project tools** and figure out how to track progress as a team.

4 OFFERING GUIDANCE



Instead of taking over to solve or micromanage, try asking "what's the real challenge for you?" or simply "what's on your mind?" to **open the discussion**.

5 WHAT'S NOT WORKING



Don't avoid talking about what isn't working well. **Addressing issues soon** after they happen gives you a greater chance of solving them.

82% of business leaders and HR see strong culture as a competitive advantage.¹

6 CELEBRATING WINS



Research suggests **recognition** can influence employee engagement by as much as 41%.²

7 PERSONAL STUFF



Empathy, including **connecting personally** with your team, has one of the biggest impacts on overall job performance.³

8 EVERYDAY LIFE



Small **moments of candor** can open the door for a more meaningful conversation.

¹ Deloitte, Global Human Capital Trends, 2016. <https://www2.deloitte.com/us/en/pages/human-capital/articles/introduction-human-capital-trends.html>

² Cornell ILR Research, Spring 2015 via Digital Commons. <http://digitalcommons.ilr.cornell.edu/cgi/viewcontent.cgi?article=1074&context=student>

³ DDI High Resolution Leadership, Spring 2016. <http://insight.ddiworld.com/High-Resolution-Leadership>