

The 3 Most Important Conversations You Must Have With Your Staff

Despite all our "expertise", "knowledge" and "superior" intelligence, when it comes to providing feedback to employees about the job they are doing most managers still struggle.

One of the reasons for this, particularly in small and medium sized businesses is due to technically competent employees being promoted into supervisory and management roles. When it comes to managing people there is a different set of skills required to bring out the best human behaviours. Unfortunately technicians don't necessarily have the experience or training to make the transition that is required.

Why is it important to develop these skills?

Research has shown that the greater levels of "engagement" you have with your staff, the more successful and profitable your business will be.

What does engagement look like?

- Staff who enjoy high levels of personal satisfaction,
- Personal values of people are aligned with the values of your business,
- Employees feel a connection with your brand, and
- Make an emotional commitment to your business.

Result = Employee satisfaction + contribution + discretionary effort!

When you think about engagement, imagine those people who work for Greenpeace; their level of dedication and desire to work for a cause. This is a great example of employees who have made an emotional commitment with a brand.

Best Employers Achieve -> 80% Satisfaction Rating by Employees via Staff Surveys

One of the 5 key ingredients to developing an engaged team is feedback. Not the annual event type of feedback but the occasions when you put time aside to genuinely connect with your employees and have a focused conversation.

Apart from the conversations that we have each day with our staff about tasks and activities, there are just 3 conversations to have that will improve engagement between you and your employees. It's easy; any Technician can practice these!

1. The Induction Conversation— the conversation that you have during the first 3—6 months of employment that focuses on how the employee is settling in; finding their way around; understanding what is required of them; offering your assistance and making sure they have all the resources they need to get the job done.
2. The Performance Conversation— this conversation should focus on what is going well and to plan, how and where the employee is meeting your expectations—what can be improved and how it will be achieved.
3. The Career Conversation— what are the long term aspirations or objectives for the employee? When you know the answer to this, you can be better prepared to consider them for promotion, know what it will take to keep them stimulated and motivated and importantly—retained within your business and of course; be proactive about their eventual exit—if that becomes likely.

Following a successful career in corporate Human Resource Management within the retail and hospitality sectors Shirley Farrell established HR Management Services to support the growing demand within small, medium and growing businesses for outsourced, professional advice in managing people issues.

Shirley now provides "on call" services to a growing number of businesses.

Contact HR Management Services for practical advice on employee related issues.

