



Engaging Conversation Starters

Q03. At work, I have the opportunity to do what I do best every day.

A team's ability to achieve excellence and get the most out of each member's natural talents connects to the team's understanding, appreciation and use of this information. Asking employees the right questions ensures that they understand and appreciate how each person contributes to the team's success.

Quick Connect Conversation

A Quick Connect is a one- to 10-minute conversation to stay connected with employees and their short-term work.

Questions to Ask	Sharpen Your Approach
<ul style="list-style-type: none"> • What aspects of your work do you think you do well? • What do you like about your work, and how often do you get to do it? • What are things that you do well that you wish you could do more often each day? 	<p>Listen for the activities that motivate team members, and consider if there are opportunities to do more of these activities.</p> <p>Reinforce team members' talents and strengths by celebrating their successes.</p>

Team Check-In Conversation

A team Check-In is a 10- to 30-minute conversation to discuss team successes and current needs while still keeping a focus on the team's future work.

Questions to Ask	Sharpen Your Approach
<ul style="list-style-type: none"> • What are our team's strengths? How do these strengths help us provide service to our internal and external customers? • When are we at our best as a team? • What do we do that makes us successful as a team in our organization? • What distracts us from being as productive as we could be? 	<p>Use this team conversation to help team members understand and appreciate one another's strengths and contributions. Identify new opportunities for partnerships and success.</p>

Individual Developmental Conversation

Developmental conversations are typically 10 to 30 minutes. They help assess and identify employees' engagement needs.

Questions to Ask	Sharpen Your Approach
<ul style="list-style-type: none"> • What do you look forward to doing at work each day? • When are you at your best? • What gets in the way of you being at your best every day? • How could you do more of what you do best every day? • Are there parts of your role that you find difficult? What could I do to make it easier for you? 	<p>Listen for what energizes this employee.</p> <p>How can you adjust this employee's role for them to do more of these things and use their strengths more often every day?</p>