



Engaging Conversation Starters

Q07. At work, my opinions seem to count.

Employees' ideas aren't always the best, but listening to and giving feedback on these ideas helps them know that you heard them and considered their opinions. Appreciating and responding to employees' opinions makes them feel valued.

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 are you focusing on? How is your current project going? • Are there areas in your work where you are ineffective? How could we make improvements in these areas? • Who needs to hear your ideas? 	<p>Thank team members for their ideas and suggestions. Listen for any unresolved issues and decide how best to address them. Look for opportunities to encourage your team members to voice their ideas, concerns and opinions.</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 suggestions or changes would you recommend to improve our team's productivity? • What changes could we make to be more efficient as a team? • Do you have any ideas or suggestions for improving the quality of service our team provides to customers and internal partners? 	<p>Thank team members for their ideas and suggestions. Listen for ideas you could implement.</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 are you focusing on? How is your current project going? • Are there areas in your work where you are ineffective? How could we make improvements in these areas? • What ideas do you have that could contribute to, build on or improve any of our team's tasks, goals or engagement? • Do you feel comfortable giving your opinions at work? What can we do to help you voice your opinions and ideas? • Are there times when you feel like your voice isn't being heard? If yes, follow up with this question: When that happens, what can you do, and what support do you need from me? 	<p>Listen for ideas you could implement.</p> <p>Based on what you hear, determine how frequently you should ask for this employee's input on various matters.</p>