

## **Key Words for Beginning High\*Middle\*Low Conversations**

***To begin all discussions:***

Thank you for coming in today. As you know, we have been on journey to achieve world class customer service for almost 2 years now (with our ICARE program). As part of that drive to excellence we are having conversations with everyone who works at \_\_\_\_\_ to discuss how their/your performance is aligning with our goals.

**High:** You are a valued member of our team. I consider you an important asset to the hospital. You (specify their contributions).....

**Middle:** You are a valued member of our team. (Give specific accomplishments and examples of performance.) There are a couple of areas that I believe provide an opportunity for your continued growth and development (tie to recent evaluation/goals if applicable.)

**Low:** At this point in time your performance is not in alignment with our goals. You are not meeting our standards in these areas:.....