

## Interaction Guidelines – High Performer Conversation

### 1. OPEN

*What value does this person bring to your team. department, the whole organization? Thank them for what they do.*

### 2. CLARIFY

*What specific contributions has this person made to the work unit? How is this person's performance making a difference? How is their work worthwhile? How does it contribute to the purpose of the department? Where is the department, hospital going and how might their contribution fit ?*

### 3. DEVELOP

*What support can I offer this person to help them succeed? What ideas do they have for their continued satisfaction and growth in this role?*

### 4. AGREE

*What actions have I agreed to and by what date. What actions, if any, have they decided upon and what support do they need from me?*

### 5. CLOSE

*What will you say to let them know how much you appreciate them? Thank them for their commitment and excellent performance.*