

Interaction Guidelines – Middle Performer Conversation

Coaching Conversation

1. OPEN

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

2. CLARIFY

How is their work worthwhile? How does it contribute to the purpose of the department? How does it make a difference? Where is the department, hospital going and how might their contribution fit? What are areas you see where the employee needs to improve? What areas can the employee identify for improvement?

3. DEVELOP

What support can I offer for 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.