



THRIVING WORKPLACE

10 Tips for Thriving Conversations

As the leader of your group, you can help create a thriving workplace just through conversation. The key is effective listening and following up on what your group tells you. Asking good questions, listening well, and involving your group in decision-making gives you an opportunity to create a thriving work environment.

Here are some tips:

1. **Be available.** Find time for one-on-one conversations and have them often.
2. Integrate these conversations into the way you do work now. **No need for a new process.**
3. Stay focused on the meaning and goal of the group's discussion. **Seek to understand** what employees are saying and their needs.
4. Follow the **80-20 rule.** Spend 80% of your time listening; 20% of your time talking.
5. **Build on the group's accomplishments.** Your group will grow from remembering what went well.
6. Be an active and empathic listener. **Listen carefully** to what is and is not being said. Learn to read non-verbal cues and different tones of voice.
7. **Ask questions** for clarification: "Could you tell me more?" "Help me understand what you mean?"
8. Use **reflective feedback** to make sure you understand what is being said. "What I heard was ...(your interpretation of the message)... Is that accurate?"
9. At the end of a conversation, clearly **summarize the action** to be taken and by when.
10. **Always follow up** on the discussion. Describe the outcome of the proposed action, even if it was not able to accomplished. Some suggestions:
 - "This was not possible at the moment, but this is what we can do to accomplish this in the future."
 - "This was a great suggestion, but we ended up doing this instead – here's why."

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