

GUIDE CAL ATIONS

1DYLDWLQHHPVORHV FDQ EH GLIILEYOW
 DQG LI QRW DGGUHVVHG WKH\F
 LPSD Why? Client satisfaction,
 Employee morale, teamwork and productivity,
 liability, and turnover or absenteeism. It can be
 FKDOO Approach these situations in a
 way that allows \RX WR UHDFK WKH ILQLVK OLQH
 VXFFHVVIXOO\



BUILD TRUST

Create a safe environment so that the employee feels P R U H
 FR I R U W D E O H to discuss what is really going on

COLLABORATE INSTEAD OF CONFRONT

\$VN HPSOR\HHV WR LGHQWLI\ WKH
 rather than tell them what the problems and solutions are

DQG QG VROXV



CREATE A FEEDBACK CULTURE

Foster an environment where challenging conversations become the norm



BE HUMAN

Showing vulnerability and concern goes a long way

BE CANDID

Provide honest and constructive feedback that genuinely helps them grow, without

VDFUL FLQJ HPSDWK VSHFW



FOCUS ON THE BETTERMENT OF THE TEAM

Focus on the collective whole of the team and remove personal E L D V H VXPSUWROQW