

CONVERSATIONS THAT MATTER - BUILDING A BETTER FUTURE

Are you striving to improve your organization's performance? As many organizations are discovering, the key is building a great workplace is through strong people practices.

One path to a high-performance organization is improving manager-employee communication and relationships. Gallup research shows that companies with better relationships and communication between leaders and their teams have [20% higher productivity](#) and [21% higher profitability](#).

Everything in organizations happens through conversations. Yet all too often the conversations that truly matter because they develop employee engagement, build employees' future and the organization's success don't deliver the expected benefits. The reason is simple: managers do not get the support they need to enable these conversations to be truly effective and bring lasting value. The result: missed opportunities to connect and engage!

In these uncertain times, you can help your managers have productive conversations that make a real difference by building a better future.

Introducing Conversations That Matter (CTM)

- **A series of seven action-oriented conversations that build the organization, the team and the individual's success and create lasting employee-manager partnerships.**
- **The manager and employee each receive guides that facilitate productive conversations.**
- **Sustainable progress via ROI tracking, pulse surveys, support with habit change.**

The CTM Difference

Topics that build success. CTM conversations focus on topics that are critically important for the organization and the employee. They ensure your managers are addressing key topics and doing so effectively.

Detailed support guides. Each conversation is backed by self-explanatory guides that provide the structure, content and questions that allow managers without training in conversation skills to have productive conversations. The conversations can be customized.

A series of conversations that create beneficial change over time. Over several months, the manager and employee talk about several important topics and through this process build their relationship, strengthen the employee's performance and help the manager engage the team.

Lasting change via ROI tracking, pulse surveys, support for managers with habit change, and online community enabling participants to continually learn together.

How Conversations That Matter Can be Used

Effective On-boarding

- Manager's investment in the employee creates a positive impression of the organization
- Focus on the employee's integration and effectiveness from Day 1

Improved Employee Experience, Retention and Growth

- Clarifying the employee's needs, interests and goals allows the manager to deliberately sustain a rewarding experience for the employee
- The employee's development, career and engagement get continuing attention

Employee Performance Improvement

- Frequent focus on employee priorities, deliverables and metrics brings clarity and results

Developing a Great Culture

- Conversations and action develop attitudes and behaviors that foster desired culture
- Individuals and the team bring values to life
- Employees are continually and actively contributing to building the organization

Adapting to Change

- Active participation in change efforts promote understanding and buy-in
- Dialogue encourages ideas to help the organization and the team navigate change
- Individuals and the team grow attributes needed to become change-ready

Leaders Skilled in Creating an Engaging Workplace

- The conversations develop managers' skills in building successful relationships and teams

Conversation Outline

Conversation One	Clarifying what the employee seeks in a rewarding work experience.
Conversation Two	Defining what the employee expects and needs for strong performance.
Conversation Three	The employee's performance plan - goals, deliverables and metrics.
Conversation Four	Strengthening the organization – generating ideas for change and improvement.
Conversation Five	The employee's past career and future goals/aspirations.
Conversation Six	Exploring key topics to support career planning in a constantly changing world, including skills required, agility, and personal brand.
Conversation Seven	Initiating the employee's career plan, agreeing on how to sustain progress and achieve success.

The Goal: Exceptional Business Results

Want to see the power of these conversations? Ask for a conversation guide.



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