

Supportive Conversations Preparation Sheet

Prior to commencing a 'Supportive Conversation' with a team member, it can help to invest some time to reflect and plan your conversation.

1. Planning for Success

What is my goal or primary reason for having this conversation?

What, if any, HR implications do I need to consider first?

What is the best time and place to conduct this conversation?

How am I feeling prior to this conversation?

What are my current assumptions about this particular individual? Do I have any biases that may impact my objectivity?

2. Conversation Openers

How will I start the conversation with this person/for the topic?



3. Inquiry

Identify some key questions you may want to ask during the conversation:

4. Recognition and Solution-Focused Support

Are you aware of anything the person is already doing well in order to deal with the challenge they're facing?

From what you know of this person, what strengths do they bring to this situation?

What types of questions can you ask to guide the person towards a solution/better way of managing the challenge they're facing?

5. Commitment

If an individual makes a commitment to act, they are far more likely to follow through on that commitment. What are some questions you could ask to encourage a specific commitment to take action, in alignment with responding resiliently to the challenge the person is facing?